

NEWSROUNDS

April/May 2006
Volume 45, Number 1

RUSH University Medical Center

ACHIEVING OUR VISION BY LIVING OUR MISSION AND VALUES

Innovation. Collaboration. Accountability. Respect. Excellence. Easily remembered by the acronym "I CARE," these five Rush values sum up the core philosophy behind every decision we make and serve as the inspiration behind every action we take. And these values have been adopted to ensure we continue to live our mission and achieve our vision. The Rush mission and vision are:

OUR MISSION

The mission of Rush University Medical Center is to provide the very best care for our patients. Our education and research endeavors, community service programs and relationships with other hospitals are dedicated to enhancing excellence in patient care for the diverse communities of the Chicago area now and in the future.

OUR VISION

Rush University Medical Center will be recognized as the medical center of choice in the Chicago area and among the very best in the United States.

OUR VALUES

Time and time again, Rush employees have gone above and beyond the act of providing excellent patient care. With great heart, they demonstrate extraordinary compassion for our patients, their families, fellow workers and the community.

The new emblem for the Rush values shows the acronym "I CARE" surrounded by the word "compassion." That is because the overrid-

ing advantage that sets Rush apart and helps define it as one of the nation's top hospitals is the way in which our values are executed: with compassion. Included in this issue are five stories of Rush employees living the values. To share your story, send it to Rush_News@rush.edu.

COMPASSION

DISPLAYING A SYMPATHETIC CONSCIOUSNESS OF OTHERS' DISCOMFORT TOGETHER WITH A DESIRE TO ALLEVIATE IT

The Season of Sharing: Labor and Delivery Responds With a Labor of Love

It started with the usual holiday conundrum: "What is our staff going to do this year for the holidays?"

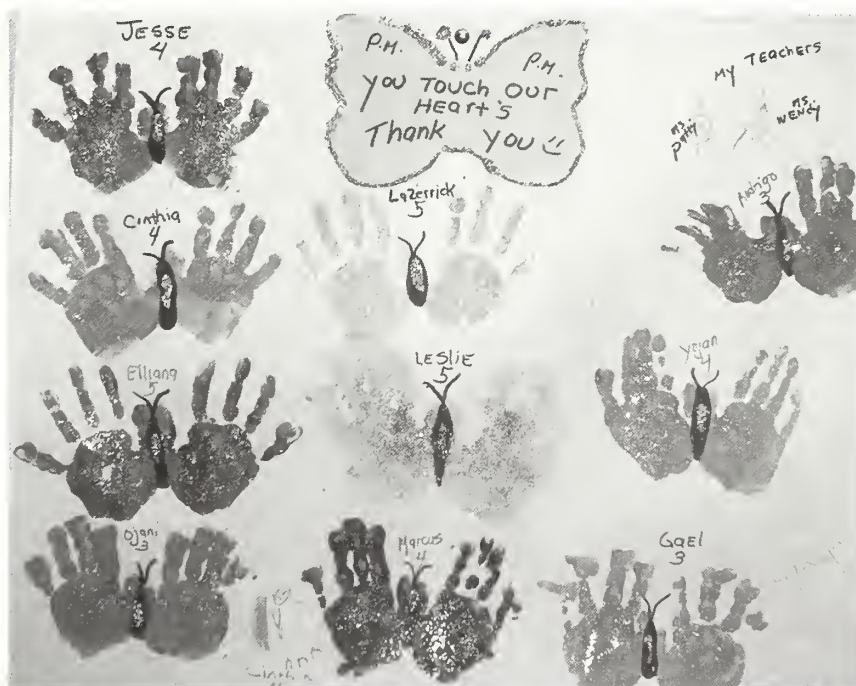
Labor and Delivery night manager Cherie Hopkins, RN, thought over



the options. It seemed everyone had grown tired of the annual "Secret Santa" gift exchange amongst themselves, and Hopkins was looking for a way to bring some new energy to her staff's holiday celebration.

Reflecting on the past year, Hopkins felt extraordinarily

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"You Touched Our Hearts"

Tiny handprints decorate the thank you poster made for the Rush Labor and Delivery staff by the students at the Logan Square pre-K school. It's lovingly displayed in the corridor outside the department as a reminder that the act of giving can also be a gift in itself.

IN THIS ISSUE

New Mortgage Assistance Program
World Series Trophy Visits Rush

RUSH CANCER PROGRAM RECEIVES NATIONAL RECOGNITION

Rush University Medical Center's Cancer Program has been awarded a 2005 Outstanding Achievement Award (OAA) from the American College of Surgeons Commission on Cancer.

Rush is the only Chicago cancer program named to the list, and one of only two sites in Illinois. Only 39 cancer programs received the award, representing approximately nine percent of the programs surveyed.

Philip Bonomi, MD, section director of Medical Oncology, says the award means a lot to the physicians, but it is even more important for patients.

"Receiving care at a Commission on Cancer-approved cancer program ensures a multi-specialty, team approach to provide the best treatment options and access to comprehensive care with a range of state-of-the-art services and equipment," he says.

"Cancer programs that receive this award have a cancer registry that collects data on type and stage of cancers and treatment results and offers lifelong patient follow-up," says Rush radiologist Katherine Griem, MD, chair of the Rush Cancer Committee. "Patients get information about ongoing clinical

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RUSH REACHES OUT TO COMMUNITY IN COUNTLESS WAYS

Rush University Medical Center has a decades-long history of involvement in our local community and the city at large. This involvement takes many forms, from providing medical care to people regardless of their ability to pay, running clinics in nearby communities, providing educational opportunities not otherwise available to children in public schools, conducting research that benefits the community and more.

Recently, the Illinois Community Benefits Act required all non-profit hospitals, including Rush, to report annually on how their operations helped local communities. In the last fiscal year alone, Rush provided more than \$111 million in community benefits in the form of charity care, unreimbursed care, volunteer services, free health clinics, education, research and other vital services that directly affect the health and wellness of the people in our neighboring communities and beyond.

"Our patients are treated without regard for their ability to pay," says Larry Goodman, president and CEO of Rush. In fiscal year 2005, Rush and Rush Oak Park Hospital provided \$79.2 million in unreimbursed care to its patients. (Unreimbursed care refers to charity care provided to patients who lack the means to pay for services at cost, bad debts and unreimbursed costs for Medicaid and Medicare services.) However, Rush community benefits involve much more than just hospital care. Some of our outreach programs include:

- The Rush Community Service Initiatives Program (RCSIP) provides primary and preventive care through The Clinic at Franciscan House of Mary & Joseph (a homeless shelter), the Community Health Clinic (for individuals who cannot afford or are ineligible for health insurance) and Pilsen Homeless Health Services. The program also staffs a medical outreach van, a mobile health delivery unit that provides medical care free of charge on the streets of Chicago.
- The Rush Adolescent Family Center provides prenatal, family planning and community education.
- The Kids-Shelter Health Improvement Project provides comprehensive health care for homeless children and youth in the Chicago area.
- Health educator volunteers visit elementary and middle schools in nearby communities to teach kids the basics of nutrition, hygiene, and reproductive health.
- The Rush University College of Nursing operates two school-based health centers in the Chicago Public Schools. The health centers provide comprehensive care, family planning, school physicals, sports physicals, laboratory services, and immunization services.
- The MammoVan program, offered by Rush in conjunction with the John H. Stroger Jr. Hospital of Cook County, travels within Cook County

to provide mammograms to underserved women.

As an academic medical center, Rush University Medical Center has a special interest in continuing to shape the future of medicine through education and research. It is an essential part of Rush's mission to train future physicians, nurses and allied health professionals, not only to serve at Rush, but for the larger health care community.

The Science and Math Excellence Network provides public school students in the neighborhoods surrounding Rush with the same opportunities to learn math and science as those are available to

their peers in more affluent areas. By increasing interest and proficiency in math and science, these students are better prepared for an education that could lead to a career in health care.

"Rush is intimately connected in so many ways with our surrounding community, and this benefits both Rush and the communities," Goodman says. "These programs have continued to grow and prosper over the years, and the requirement to produce the Community Benefits Report now gives us an annual opportunity to review our activities and present this information to the public, as well as our own employees, faculty, volunteers and supporters." ●

VOLUNTEERS NEEDED FOR RU CARING HEALTH FAIR MAY 20

RU Caring, the Rush University interdisciplinary student-run volunteer group, is cosponsoring their 2nd annual city-wide health fair with the Salvation Army at the United Center on Saturday, May 20, from 9 a.m. to 3:30 p.m. Approximately 1,000 underserved members of the community are expected to attend.

Clinical and non-clinical volunteers from all areas of the medical center are needed. Employees, students, and faculty of Rush University Medical Center are all welcome. To volunteer you must be associated with Rush University Medical Center and have a commitment to embrace our mission of helping the underserved.

Services will include physicals, nutrition screening, immunizations, vision screening, hypertension screening and much more. Please consider lending your expertise (or just a helping hand) to this very worthy cause. Parking is free and a light breakfast and lunch will be provided to all volunteers.

If you are available and willing to help, please contact Sharon Gates at ext. 942-3670 or via e-mail at Sharon_Gates@rush.edu, or go on-line and register at: www.rucaring.rmstudents.com.

CANCER PROGRAM

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trials and new treatment options, access to cancer-related information, education and support. Rush is proud to be in this group and be recognized for its achievements in outstanding cancer care."

The Commission on Cancer is a consortium of professional organizations dedicated to improving survival and quality of life for cancer patients through standard-setting, prevention, research, education, and the monitoring of comprehensive care. Its membership includes Fellows of the American College of



(left to right) Constantine Godellas, MD, Joyce Williams, RHIT, CTR, and Katherine Griem, MD, smile with the new addition to their department.

Surgeons and representatives of 40 national organizations that reflect the full spectrum of cancer care. ●

NEWSROUNDS

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Have a news item or story idea for *NewsRounds*? Contact the editor at: Phone: 942-5582 Fax: 563-4149 E-mail: Anne_Burgeson@Rush.edu

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MAKE YOUR HOME-OWNING DREAMS A REALITY WITH NEW EMPLOYER-ASSISTED HOUSING PROGRAM AT RUSH

Imagine being handed the keys to your new home — the home you dreamed of but didn't think you could afford. Thanks to an exciting new program offered by Rush, you can make your dream a reality.

Rush is proud to announce the Employer-Assisted Housing Program (EAHP), which offers financial assistance, provided by the medical center, to qualified employees. There are nine grants still available for the remainder of this fiscal year, which ends June 30, 2006. Applications will be processed on a first-come, first-served basis, so fill yours out today. Take advantage of this golden opportunity to become a homeowner.

Program Benefits

Qualified employees will receive a Rush University Medical Center-sponsored \$2,500 interest-free loan

that will be completely forgiven over a five-year period as long as you remain an employee of the medical center. The loan will be forgiven in annual increments of \$500 per year. In addition, you will receive homebuyer and financial education through Neighborhood Housing Services of Chicago.

Qualifications

To qualify, you must be a full-time employee of Rush University Medical Center and have worked here for a minimum of 18 consecutive months. Your most recent performance review must have a rating of satisfactory or better. In addition:

- You must be able and willing to contribute at least \$1,000 or one percent of the purchase price, whichever is greater, towards a down payment.
- You must use the purchased home as your primary residence.
- You must be able to qualify for non-predatory mortgage financing.
- You must successfully complete counseling with Neighborhood Housing Services of Chicago.
- You must buy your home within the Chicago city limits and have a household income that falls within specified guidelines.

Additional funds may be available from the state of Illinois for qualifying households with income less than 80 percent of the area median income. Employees interested in applying for the EAHP may obtain program guidelines and an eligibility application from the Benefits Department at 729 S. Paulina, first floor. For more information, call ext. 2-6637 and press 0. ●



Marla Woodard of Rush University Internists is the proud recipient of the first grant awarded through the Rush Mortgage Assistance Program. Woodard, a first-time homeowner, purchased a two-story vintage home on Chicago's south side, which she will be sharing with her two children and shih-tzu puppy. "I'm so excited, I can hardly believe it!" says Woodard. "This is a dream come true!"

TAKING FAMILY MEDICAL LEAVE JUST GOT EASIER

The ability to take time off when a family member needs your help, or extended time off when you yourself need it for medical reasons, is an important benefit available to all eligible Rush employees. Recently, Rush made improvements to its family medical leave process that make it easier than ever to take advantage of the family medical leave benefit when needed.

The Family and Medical Leave Act (FMLA) is a federal law that provides eligible employees with up to 12 work-weeks of unpaid, job-protected leave for specified family and medical conditions during a rolling 12-month period.

Rush is pleased to announce that we have contracted with APS Healthcare, Inc., a nationally recognized leader in family medical leave management, to administer our family medical leave policy. When you call APS, you will speak with a professional experienced in providing the highest level of service in the area of family medical leave.

How to access the new service:

To take family medical leave, you must do two things:

1. Speak with your manager. As you know, you must contact your manager whenever you miss work for any reason. (Not calling your manager may result in discipline for failure to follow the Rush University Medical Center/department call-in policy.)
2. Call APS Healthcare toll-free at (866) 736-4098. They will help you apply for family medical leave; ensure that your absence qualifies and is protected under the FMLA; and answer any other FMLA questions you may have.

For more information, you may also call the Rush family medical leave information line at ext. 2-FMLA (2-3652) for instructions on handling family medical leave requests.

Rush Encourages Seniors to Brown Bag It

Millions of older adults take more than five prescription drugs daily. Add that to the numerous over-the-counter drugs, vitamins, health supplements and herbal remedies and it's easy to see why older adults are especially likely to have adverse drug reactions.

According to Anthony Perry, MD, a geriatric specialist at Rush, up to 30 percent of hospital admissions among the elderly are attributed to dangerous drug interactions. The good news is, this problem can often be prevented with proper monitoring and supervision.

To help older adults successfully manage their medications, Rush Generations, a free program for health and aging at Rush University Medical Center, has introduced a new initiative to the Chicago area.

Rush is handing out thousands of brown bags to older adults

throughout the city with instructions to fill the bags with all of their prescription medications, over-the-counter medications, vitamins, health supplements and herbal remedies.

Seniors are encouraged to take the bag and its contents to their doctor or pharmacist for a prescription review and to bring the bag every time they visit the doctor, pharmacy, hospital or emergency room.

"We believe the brown bag program will reduce adverse drug interactions by improving communication between patients and physicians," says Perry. "It's about using your medications thoughtfully and wisely. Understand what you are taking and why."

To receive your own brown bag or to make an appointment for a personal medication review, call Rush Generations at (800) 757-0202.

GOING ABOVE AND BEYOND

Every quarter, Rush employees are recognized for going the "extra mile" for their co-workers, patients and patient families, demonstrating the Rush Values and living out the motto: "I CARE." Here are the winners of Rush's quarterly awards for the second and third quarters of 2006.

Employee of the Quarter

2nd Quarter: Linda Bunting, vascular technologist in outpatient ultrasound, received the Employee of the Quarter Award. Carmela Gonzalez, RN, MS, manager of outpatient ultrasound says, "Linda exemplifies compassion. Through the way she lives her life, she shows how we can better ourselves, and be courageous in the face of adversity. She is the person I most admire."

3rd Quarter: Physical therapist Kim A. Bardsley, PT, is always passionate, loyal and sensitive to her co-workers. She doesn't hesitate to step in when supervisors are short-staffed. An employee of Rush since 1993, Kim continues to exhibit high standards of clinical excellence with her patients while ensuring departmental needs are met.

Manager of the Quarter

2nd Quarter: Dori Schaer, RN, program manager, Pediatric Dialysis Unit, takes the initiative, works quickly, remains focused and delightfully follows through with projects. "She is an excellent ambassador of Rush," says Frank Assadi, MD, pediatric nephrology, pediatric dialysis.

Team of the Quarter

2nd Quarter: Transport specialists Jesse Stanton and Donald Patterson were honored with the Team of the Quarter Award. This inspiring, dedicated team of two make up the Neurosurgery Physical Therapy Transport Team, and they have a natural way of reaching patients through their helpful assistance and encouraging attention.

3rd Quarter: According to Peggy Wood, clinical nurse coordinator: "You never have to ask with the OB Services Environmental Team. They offer. In 20 years, this is the most dedicated group I have ever worked with." The OB Services Environmental Team includes outstanding employees Maria Bautista, Leon Davis, Kathleen Deloach, Mark Green, Fay Hawkins and Judy Maguellar. Rebecca Dowling, PhD, RD, vice president of Support Services, says, "Glad you're a team on our team."

Patient Satisfaction Star

3rd Quarter: Paula Christian, patient access coordinator, receives the most positive comments from patients because she is so kind and considerate. "She is genuine and her warmth is wonderful. I can't say enough about Paula," says Marcia Hargreaves, assistant vice president of Quality Improvement.

Carol Stege Award Winner for Engineering

2nd Quarter: Oscar Hunter, third shift electrical department, was nominated by Mike Craig, electronics shop foreman. He says, "Oscar is always willing to help out. You ask him, and he does it. He's such a great guy."

3rd Quarter: Gerald Kaminski, first shift in the electrical department of Medical Center Engineering, was honored with the Carol Stege Memorial Award. "If we didn't have Gerald, I don't know what we'd do. We are truly lucky," says Mike Craig, electronics shop foreman, Medical Center Engineering.

Carol Stege Award Winner for Environmental Services

3rd Quarter: Dewayne Williams, third shift, Environmental Services, helps keep Rush clean, safe and well-maintained. Dewayne has the largest area of responsibility. "He is dearly missed when he isn't here," says Monica Farkas, senior manager of Environmental Service. ●

To nominate someone for a quarterly award, call Pat Love at ext. 2-5918. Look in the next NewsRounds for the fourth quarter winners, as well as those named the best of the year!



Neurosurgery Physical Therapy Transport Team: Jesse Stanton and Donald Patterson



Sheri Marker, Human Resources VP, with Linda Bunting (right)



Paula Christian



Kim A. Bardsley, PT

EVERY DAY...

Rush's Quarterly Award Winners



Environmental Team: (from left to right) Peggy Wood, RN; Leon Davis; Fay Hawkins; Mark Green; Kathleen Deloach; Judy Maguella. (Maria Bautista was not present.)



(left to right) Mike Craig and Oscar Hunter



(left to right) Mike Craig and Gerald Kaminski

CONGRATULATIONS TO RUSH MEDICAL COLLEGE CLASS OF 2006!

Rush Medical College Class of 2006 has successfully matched our fourth year medical students in 22 different specialties at 60 different institutions spanning 23 different states and Canada.

The following specialties are represented in this year's match:

Anesthesiology, child neurology, dermatology, diagnostic radiology, emergency medicine, family medicine, internal medicine, medicine/pediatrics, internal medicine/psychiatry, neurology, neurosurgery, obstetrics/gynecology, ophthalmology, orthopedic surgery, otolaryngology, pathology, pediatrics, physical

medicine and rehabilitation, psychiatry, radiation oncology, general surgery and urology.

Our students are heading to:

Arizona, California, District of Columbia, Florida, Georgia, Illinois, Indiana, Iowa, Kentucky, Louisiana, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Jersey, North Carolina, New York, Ohio, Pennsylvania, Texas, Washington, Wisconsin, and Canada.

Congratulations again to the Class of 2006 for a job well done! ●



Top: With letter in hand, an overjoyed Alizah Rotramel gets a hug.

Bottom: Rush fourth years get a photo with those important pieces of paper. Front row (left to right): Kari Johnson and Jennifer Matczak. Second row (left to right): Jennifer Steiman, Kristen Gayton, Shivan Tekwani, Manish Humad, Majid Afsharzadeh, and Sheetal Mehta.

grateful. So many people living in America's Gulf Coast region were facing a holiday season without a home, her own daughter among them. Yet Hopkins' daughter had been spared the worst of Hurricane Katrina's wrath. Although she lost almost all of her possessions, she was out of town when the storm hit.

"My daughter was safe, and she was home with us for the holidays," says Hopkins. "It put things in perspective for me. I thought to myself: 'we have more than enough. I want to give something back.'"

On December 11, Hopkins' desire to help turned closer to home when she read in the newspaper that thousands of local children were facing the prospect of awakening on Christmas morning without a single gift to open. The *Chicago Sun-Times* "Season of Sharing" program was placing people in touch with children at schools and shelters.

She brought her idea to her manager, Marcia Patterson, RN, MSN. Together they brought it up at a staff meeting, and the Labor and Delivery staff enthusiastically embraced the plan. They would celebrate the holidays by helping their children who live near Rush through the "Season of Sharing" program.

"We decided to adopt a classroom rather than a shelter," explains Hopkins. "Shelters get a lot of donations during the holidays, but there are a lot of disadvantaged kids who don't live in a shelter but still go without."

They chose a Head Start pre-K classroom in the Logan Square area, and every Labor and Delivery staff member received a letter addressed to "Santa," written by one of the students.

"Some of the letters were heartbreaking," says Hopkins. "I remember one that read, 'Dear Santa, All I want is for my mommy to come back. I don't know where she is. P.S. I'd like a Brat doll.'"

The director of the school told Hopkins that many of the children didn't have proper winter clothing. Even in December they were coming to school without coats, mittens or hats. At Hopkins' request, on the back of each letter, the director wrote the approximate sizes for the children. When Hopkins told her staff, they decided that along with purchasing whatever toys were requested in the letters, they would also buy coats for the kids.

An Overwhelming Response

"Everyone participated, and the staff responded with extraordinary compassion. Many even bought entire winter outfits: matching coats, hats, mittens, scarves, boots ... the whole deal. Even the doctors and residents got involved," says Hopkins.

The gifts were delivered on December 21, with more than enough to go around. Because the Logan Square pre-K housed two classrooms full of children, and only one classroom had been adopted, the teachers made sure that all of the children received something.

In fact, even after all the gifts were distributed, there was still some money left over. So the Labor and Delivery staff decided to host a field trip to Rush for "their" Logan Square kids. On January 17, 35 children toured the hospital.

"We took them to the nursery, and they loved seeing the tiny babies," says Hopkins. Elizabeth Casseday, RN, BSN, clinical nurse coordinator, showed them around the unit, and they loved the new Bulls Reading Room. Janice Mahon, DNS, retail food service manager in Food and Nutrition Services, set up a wonderful luncheon.

But all agreed, the best part came from the children, and it was completely unexpected. "They gave us two posters, covered with all of their tiny handprints," says Hopkins. And on it they had written, "Thank you. You touched our hearts."

INNOVATION

SEEKING AND SUPPORTING NEW AND BETTER METHODS TO DELIVER HIGH-QUALITY, COST-EFFECTIVE PATIENT-CENTERED SERVICES

The Rush Neurosurgical Family Information Group

Every Wednesday afternoon at 3 p.m. they load up their cart with cookies and coffee and head for the Neurosurgical Intensive Care Unit (ICU). A tightly-knit and extraordinary group of volunteers, the Rush Neurosurgical Family Information Group may be the only one of its kind in the world. They fill an essential need: They help families of patients with brain and spinal cord injuries get the information they need to start the long road back to healing — quickly, compassionately and as unobtrusively as possible.

"We needed to find a way to get information to families of patients with brain injuries as early in the inpatient hospital process as possible," says Jim Young, MD, acting chair of the Department of Physical Medicine and Rehabilitation. "I've searched the literature and found nothing to compare to what we're doing. Last year, when I presented in Australia, I had neurosurgeons, researchers and presenters from all over the world asking me how we did it, and how they can start one in their own hospital."

What are some of the reasons that make the Neurosurgical Family Information Group so innovative? One reason is that it takes place in the actual neurosurgical ICU waiting room, which makes it easy for family members to attend.

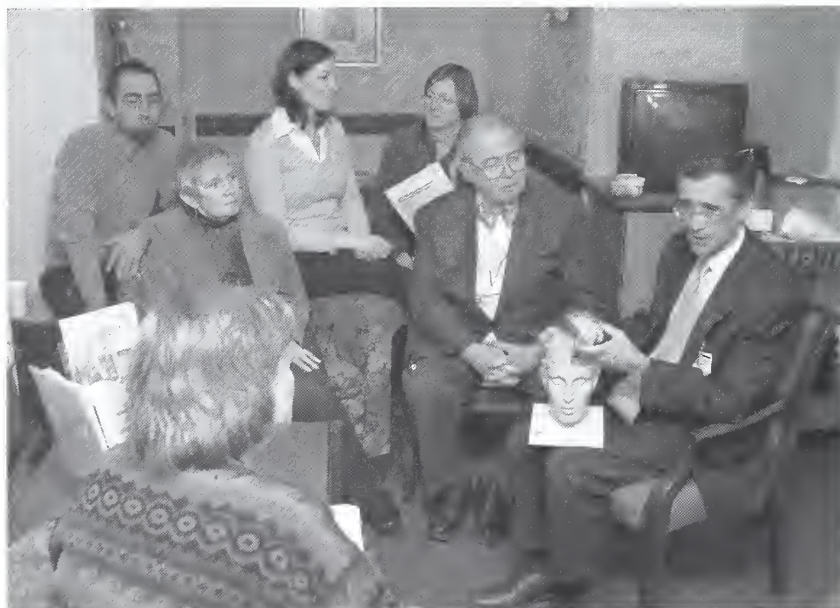
"Another reason is the type of support we offer," says Reverend Russell Burck, PhD, former director of the Rush Ethics Program. "We provide support, including emotional support, through information."

That is not to say that tears and hugs occur infrequently at these sessions; in fact, they probably happen at some time during every group. But along with the tears, one can often hear laughter, and sense an outpouring of relief from family members that the helplessness they have been feeling has been replaced with knowledge and understanding. The group often stimulates discussion among families, allowing them to connect and support each other.

A Broad Multidisciplinary Approach

The group is also distinctive in its multi-disciplinary makeup. "We're a motley crew," laughs Young. "Motley" is his self-deprecating term to describe the broad spectrum of expertise represented within the group.

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Family members take notes as Jim Young, MD, explains which parts of the brain have been affected by injury. Facing camera from left to right: Kevin Boyd, MDiv, Neuro ICU chaplain, Marvel Vena, group founder, Tovah Silverman, MA, Irene Zayia, LCSW, Reverend Russell Burck, PhD, former director of the Rush Ethics Program, and Jim Young, MD, acting chair of the Department of Physical Medicine and Rehabilitation.

"There are many similarities in the hospitalization and recovery process of a neurosurgical ICU patient, regardless of the nature of the brain injury," says Young, meaning that whether the patient suffered a stroke, trauma, tumor or other neurological event, the information provided by the Neurosurgical Family Information Group is beneficial to family members of all patients.

The core group of volunteers includes:

Founding member Marvel Vena is herself a patient who had a brain injury. Defying her doctor's expectations, she not only lived through her surgery 24 years ago, it might be fair to say she has thrived because of it. Her experiences gave her the idea to start the Neurosurgical Family Information Group because she knows first-hand what the patients and families are experiencing not only in those first few days following a neurological event, but in the months and years afterward.

Young, a board-certified physician and neurologist, shares his extensive knowledge of brain injury and rehabilitation. He provides answers to medical questions family members may have, and suggests questions they may want to ask the patient's caregivers. "Without a champion like Dr. Young," says Vena, "this group would never have happened."

Burck serves as an invaluable resource. "These people (neurosurgical ICU patients and their families), have experienced what we call 'destiny-making experiences,'" he notes. "No matter what, their lives will never be the same again." As a faculty member in the Department of Religion, Health and Human Values, Burck also assists the unit chaplain and other chaplains who become part of the patient's care team.

Tovah Silverman, MA, and Irene Ziaya, LCSW, provide

access to numerous outside agencies and organizations that assist family members in crisis; they make recommendations to maximize the family's available financial resources and serve as a bridge to whatever services will be needed post-discharge.

Reaching Out With Compassion, Coffee and Cookies

At a typical Wednesday afternoon session, the group enters the neurosurgical ICU waiting room with their hospitality cart and some literature. Often, Vena is the first to speak. Sitting quietly next to family member, she may start the conversation with a gentle: "Hi, I'm Marvel. What happened?"

This non-intrusive approach has proven to be remarkably effective. Without breaching patient confidentiality (names are never mentioned, only circumstances and needs) team members address the practicalities of what a family member can expect when a loved one suffers a brain injury. Group members help families formulate appropriate questions for their loved one's care providers, provide guidance about what to expect and how they can best help their loved one, and offer suggestions on how to plan for next steps.

Another Measurement of Success

Young estimates the Neurosurgical Family Information Group may have helped as many as 2,000 people during its 3-1/2 year history. During this time, they have also saved a few lives. Some neurological conditions are hereditary. When the group comes across a family whose loved one is in the ICU due to an inherited condition, they immediately recommend testing. On three or four occasions, family members have tested positive and were able to receive preventive treatment before they themselves became patients.

Saving lives and placing families back on the path to healing — pretty fine work for this one-of-a-kind "motley crew."

COLLABORATION

GOING BEYOND SUPPORTING EACH OTHERS' EFFORTS TO SUPPORT RUSH, TO SEEK OUT STRATEGIC RELATIONSHIPS THAT PROMOTE A WHOLE THAT EXCEEDS THE SUM OF ITS PARTS

First Baby of the Year Sparks New Tradition at Rush

Almost every city in the United States celebrates its first baby of the new year, welcoming their "newest citizen" with media announcements on television and in the newspapers. Chicago is no exception.

Ever wonder how the media finds out which baby receives the honor of being the city's first newborn of the year? As any OB nurse who has ever worked New Year's Eve can tell you: TV stations and newspapers call every Labor and Delivery unit in the city until they've figured out the winner, and then the camera crews begin to roll.

Rushing to Get Ready ...

"On Friday, December 30, 2005, I received a call from Media Relations to alert us in case we had the first baby of the new year," says Peggy Wood, RN, clinical nurse coordinator at the New Life Family Center at Rush.

"Preparing for the New Year's baby had slipped my mind!" says Wood, who then went into a self-described frenzy of action. Whether or not Rush had the honor of delivering the first baby

born in the city, Wood decided that it was time to celebrate the first baby born at Rush in 2006.

"My first instinct was to call Marcy Stone in Food and Nutrition Services," continues Wood. And even though Stone answered the page from home, she was delighted to be in on the plans to put something together for Rush's first family of 2006. Patient Food Services Manager, Cindy Bohac, RD, LDN, and Patient Food Services Supervisor Keleigh Green-Patton started working behind the scenes to plan a creative and delicious menu.

Wood then went to the Woman's Board Gift Shop to put together a special package of gifts (which of course included an "I was born at

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It's a boy! In addition to a five-star dinner, the family received a beautiful gift basket filled to the brim with cuddly toys, outfits and useful items for the new family.



Peggy Wood, RN, clinical nurse coordinator of the New Life Family Center (center) holds Rush's New Year's baby. She is flanked by Patient Food Services Supervisor Keleigh Green-Patton (left), and Head Chef Emina Dzambegovic. All three ladies can't stop smiling over the success of their collaborative efforts in making a special and memorable New Year's celebration.

COLLABORATION

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RUMC™ T-shirt). As she was leaving she ran into Alberta Wells, former unit service manager in Labor and Delivery, who suggested including a quilt from the Woman's Board.

The plan was shaping up: Labor and Delivery, Food and Nutrition, and now the Woman's Board were all collaborating to make a memory for a lucky baby waiting to be born.

The Countdown Begins ...

From the stroke of midnight on, everyone was on tenterhooks, waiting for the first baby of 2006 to make an appearance. At 8:49 a.m., Wood got the call she'd been waiting for from charge nurse Kirsten VandenBorn, RN: It's a boy!

No, he was not Chicago's first baby of the year, but he was the first baby born at Rush to receive the special celebration planned with the care and collaboration of a multi-departmental team.

VandenBorn called Green-Patton to inform her of the good news and heard a shout go up from the entire Food and Nutrition Services staff: The baby was here, and it was time to celebrate.

Wood and Green-Patton had decorated the patient's room with congratulatory banners and

crepe paper; Janice Mahon, DNS, retail food services manager, made sure that Food and Nutrition Services had access to the fine linens and tableware from Room 500; and Chef Emina Dzambegovic plated each course beautifully: soup, salad, filet mignon and grilled shrimp, twice-baked potatoes and steamed broccoli ... not to mention fresh fruit, cheesecake and chilled, sparkling grape juice, served in special wine glasses.

A Collaborative Thanks and a New Tradition

Although the idea of celebrating Rush's first baby of 2006 was primarily thought of and executed by Wood, she knows she could never have pulled it off without the collaborative efforts of Food and Nutrition Services, the nurses on duty in Labor and Delivery, and the Woman's Board through Wells. "Their efforts made this a special day in the life of this couple and their child, one that I'm sure they will look back on with precious memories," says Wood.

"This will become an annual event for OB Services and the Food and Nutrition Services Department. We don't need the media to celebrate. We will celebrate the first baby of the New Year born at Rush and the years to follow will be better and better, and better!"

ACCOUNTABILITY

ACCEPTING OWNERSHIP AND RESPONSIBILITY FOR SPECIFIC CONTRIBUTIONS TO THE SUCCESS OF THE MEDICAL CENTER, TO ESTABLISH CLEAR EXPECTATIONS, STRIVE TO MEET THESE EXPECTATIONS AND ACCEPT RESPONSIBILITY WHEN EXPECTATIONS ARE NOT MET

Rebuilding Lives, Restoring Hope

The value of accountability is what health care is all about: We are accountable for ourselves, our patients, our co-workers and our work environment.

Late last summer, when Hurricanes Katrina and Rita roared ashore, Rush employees and students went above and beyond in their caring and generosity. Hundreds donated goods, money, time and effort to ensure that Americans living in the Gulf

Coast region could find some hope, and some relief, knowing that people living hundreds of miles away cared, and felt accountable for their well-being.

In early December 2005, Jill Porter, MEd, director of Recruitment and Special Programs for Rush Medical College, Jill Gabbert, MEd, director of Student Affairs for Rush University, and Emily Nightengale and Erica Drew, second-year students in the Doctor of Audiology program at Rush

University, embarked on a service project to the Gulf Coast to aide evacuees of Hurricane Rita.

In conjunction with the United Way, the group was stationed in Lafayette, Louisiana, and worked with a volunteer center in nearby Abbeyville to help evacuees throughout Vermillion Parish restore their lives.

During the week, the group worked alongside retired construction workers on five different homes. At three of the homes, the group assisted with preparation for rebuilding — pulling up floors and tearing down ceilings destroyed by salt-water, gutting an entire kitchen and removing walls down to the frame — among other projects. The group cleared out one entire home, salvaging only a shoebox of memories, and the garage of another, saving only a few tools.

The entire week was rewarding in many ways. "The group met wonderful people who were genuinely grateful and gave so much back, even though they had little left to give," Porter says. "Their appreciation, positive energy and outlook on life are indescribable."

Rush Donations Made a Difference

Thanks are due to the entire Rush community for its support. As a result of a hurricane relief drive in the cafeteria, the group was able to take 250 pounds of needed health and beauty supplies and other toiletries to replenish the Erath Distribution Center, located outside of Abbeyville.

"The Erath Distribution Center had been a grocery store before the hurricane partially destroyed it," Porter says. "Area residents who qualified were able to come to the center and receive the necessities — toiletries, clothing and other items they needed — at no cost to themselves."

Living the value of "accountability" means much more than thinking, "I wish there was something I could do to help." It means taking that extra step, and asking yourself: "What can I do to help?" Time and time again, Rush employees continue to demonstrate their belief that in caring for others, they are truly making a difference in this world.



Rush volunteers live the value of accountability in helping Louisiana residents restore some normalcy to their lives following the devastation of Hurricane Rita. From left to right: Rush audiology doctoral program candidate, Erica Drew, Jill Gabbert, MEd, director of Student Affairs for Rush University, Jill Porter, MEd, director of Recruitment and Special Programs for Rush Medical College, and Emily Nightengale, Rush audiology doctoral program

RESPECT

RECOGNIZING AND VALUING THE EFFORTS AND CONTRIBUTIONS OF EMPLOYEES IN ALL POSITIONS, AND ALL PROFESSIONAL AND CULTURAL BACKGROUNDS, AND SEEK TO FOSTER AN INCLUSIVE CLIMATE WHERE DIFFERENCES ARE ACCEPTED, UNDERSTOOD AND VALUED

An Uplifting Surprise Energizes an Entire Department

Last summer, Sharon Meltzer, RN, research assistant in Nursing Systems, was challenged at a Rush seminar to think about ways to acknowledge her coworkers who give of themselves everyday, indispensably, making a difference in the lives of others.

Meltzer immediately thought of Hospital Transport Services. "In our stressful world and the even more stressful hospital environment, we tend to hurry too much. We can take people and things for granted," says Meltzer.

"Rush transporters do so much more than wheel patients around," Meltzer continues. "They provide a listening ear, a source of support, a smile, a laugh, a caring presence in what can, from a patient's point of view, be an uncomfortable or frightening experience."

Meltzer knew many Rush units and departments felt the same respect for transporters that she did, and after some "secret" conversations with fellow employees, she came up with a way to honor this very special group of people. Meltzer brought her idea to Susan Huerta, RN, director of Nursing Systems, and got an enthusiastic "thumbs up" for her plan.

Caught in the Act of Caring

The show of respect was to be a surprise — not an easy feat to pull off around a staff of 70 transporters who work around the clock, seven days a week. Meltzer enlisted the help of Michele Sanford, RN, and together they went around taking photographs of Rush transporters at work. They claimed it was for a nursing quality control presentation, and Rush transporters were unwittingly caught red-handed: caring, smiling and laughing with their patients.

Meltzer and Sanford then used the photos to make signs and posters thanking transport for all their wonderful work. They then distributed the posters to more than 14 units representing all departments of the Division of Nursing as well as

Interventional Radiology. These departments used the posters to write messages of thanks, congratulations and support for the transporters.

The "Transporter Appreciation Days" were set for October 26 and 27. In addition to the signage, Meltzer organized a luncheon catered by a local restaurant for the first day, and the nurses of 8N Atrium hosted a home-made dessert luncheon on the second day. Sanford designed the luncheon invitations.

There was one more key ingredient to Meltzer's plan of tribute. She asked the medical center's chaplains if they could provide a special service to honor the transporters. Chaplain Aoife Lee, MPS, coordinated two services so that all shifts could attend. She also had special buttons made and created unique gifts for each of the transporters.

Surprise!

On the night of October 25, the units and departments set up their signs. Some had candy and other treats set out for the transporters. Meltzer and Sanford had banners and signs announcing the Transporter Appreciation Days activities near the time clock at the Transport Office. Upon reporting to work, each transporter was given a button pinned to the luncheon invitation, which also listed the days' activities.

"It was really something, the way she worked with nursing and other departments to set this up," says Dale Cumbo, director of Hospital Transport Services. "No one was expecting it, it was a total surprise!"

"Blessings With Wheels"

The buttons Lee made said "Transporters Are Blessings With Wheels," and Cumbo believes that is truly an apt description of the Rush transport team.

"Our employees are very special people," says Cumbo. "They try so hard to make sure our patients' stay is as pleasant as possible. They'll make sure the patient has a blanket, warn them they'll feel a bump as they back into an elevator, the small"



A special demonstration of respect (from left to right): Transporter Ethel Alexander, supervisor Jackie Coleman, transporter Robbie Coleman, transporter Norvina Neal and transporter Tasha Henry stand with one of the appreciation posters organized by Sharon Meltzer, RN, and Michele Sanford, RN.

things that make such a big difference when someone isn't feeling well."

Chaplain Matt Cockrum conducted the services, and it was there that each transporter received a special gift hand-made by Lee. She had painted inspirational words (Patience, Kindness, Strength, etc.) on special "remembrance rocks" that were handed out to

each transporter to mark their day of honor.

"The service was so nice, it was really beautiful," says Jacqueline Coleman, supervisor, Transport Services.

"It's true, the entire two-day experience provided a much-needed and much-appreciated uplift for the transport staff," says Cumbo. "They will always remember this generous demonstration of respect."

EXCELLENCE

STRIVING TO MEET HIGH STANDARDS OF EXCELLENCE, INCLUDING EXTERNALLY ESTABLISHED PROFESSIONAL AND INDUSTRY STANDARDS AND INTERNAL ORGANIZATIONAL AND DEPARTMENTAL STANDARDS

In Pursuit of Excellence

Since May of 2002, Rush has enjoyed its status as a recipient of the prestigious Magnet Award, a designation that places our team of nurses, and our medical center, among the top tier in the nation. It is an outward sign of the personal commitment to excellence that every member of the nursing staff shares: they are passionate about patient care, continuing education, working as a team and giving back to the community.

But Magnet status is not a "lifetime achievement award" — it must be re-earned every four years. This is our year to "go for the gold," and the process for re-designation has been well under way for more than a year.

The Importance of the Magnet Award
"The Magnet Award is the highest level of recognition that the American Nurses Credentialing

Center (ANCC) can grant to nursing services in a health care organization," says Jane Llewellyn, DNSc, RN, vice president of Clinical Nursing Affairs. Rush was the first medical center in Illinois caring for both adults and children to receive the Magnet Award, and one of only a handful of hospitals nationwide to have ever received it.

Magnet recognition means that Rush nurses are expert caregivers who are engaged in ongoing specialized training. It says that our nurses continually work to advance patient care through quality improvement, and that they are among the best in the nation in continuing education, giving to the community and attending to overall patient needs.

"It also means that Rush nurses demonstrate superior teamwork: the entire nursing services organization — from staff nurses to

EXCELLENCE continued from page 9

managers, patient care technicians to ancillary support personnel — work together to provide outstanding care,” says Llewellyn. “Within shifts, within units and within the medical center as a whole, our nursing team strives for excellence in everything they do.”

Achieving Magnet Status

Originally, Rush received its Magnet designation after a two-year evaluation process that started with a rigorous self-assessment of how nursing met the ANCCs standards in 14 core areas and several subcategories, for a total of 95 areas in all. Following this analysis, the magnet team and nursing leadership judged themselves ready to move to the full application level.

Then, the Rush nursing staff, led by Beverly Hancock, MS, RN, education and quality coordinator in nursing systems, submitted eight binders of documentation addressing the 95 criteria for excellence. “The reviewers in 2002 were particularly interested in how nurses were reducing medical errors, improving patient satisfaction, raising patient standards and improving work-environmental issues,” says Hancock.

Following that application, the ANCC staff set up an onsite review in which they compared the written responses in the application to what actually happened in each unit. From the onsite visit, the reviewers developed a 150-page report that was scrutinized by an impartial group of judges who were

unaware of the identity of the hospital.

Re-applying for Magnet Status: An Exercise in Excellence

While Rush has familiarity with the process of achieving Magnet status, this in itself does not necessarily guarantee re-designation. “Our experience came in handy, in that we knew what sorts of information needed to be kept and submitted,” says Hancock. “On the other hand, the ANCC Magnet criteria were revised since we first applied, so very little of what we wrote about the first time was still pertinent. We had to reassess our current practice to make sure we met all the criteria and identify examples of each criterion.

“In addition, they want to see documentation of progress and recent examples of our competency including narrative with supporting exhibits,” Hancock continues. “They also limited the number of pages we could submit, so it was indeed a challenge!”

Although the re-application process has taken more than a year, it has been an exceptionally interesting experience for Hancock. “In many ways, re-application has provided a new perspective. In the past four years, we have visited and been visited by many hospitals that are pursuing Magnet status, and have been intrigued by the way in which we have achieved it. We have learned a lot about our own practice through interactions with other facilities. Being designated with Magnet Recognition for excellence is something for which we can all be proud.” ●



SWEET HOME CHICAGO!

There's just nothing like it in the world is there? Having the world champions right here in our own city is sw-e-e-e-t! And the fact that Rush is the preferred hospital of the Chicago White Sox makes it all the sweeter.

The Sox wanted to share the excitement of their pennant victory with us and give all baseball fans a chance to get up close and personal with the city's first World Series trophy in 87 years.

Last January 9, more than 900 Rush employees and some very lucky pediatric patients had their pictures taken with the trophy, a magnificent reminder that our Chicago White Sox rocked the baseball world with their amazing 2005 season.

The trophy itself is one-of-a-kind. Tiffany makes a new one every year for the winning team. It weighs 35 pounds and is made of sterling silver and 24-carat gold. Its round base contains 30 pennants representing all the teams in both the American and National leagues.

The trophy is currently touring more than 100 cities nationwide before it will be permanently installed in its “home sweet home”: Chicago.



Clinical Nurse Coordinators Megan Styx, RN, BSN (left), and Elizabeth Casseday, RN, BSN, bask in the glow of the White Sox World Series trophy.

TAKE YOURSELF OUT TO THE BALLGAME!

Are you ready for some fun? The sound of the crack of a bat as a home run lands in the stands? Popcorn, hot dogs, and maybe a refreshing beverage or two? Baseball season is here and the White Sox are offering two Employee Nights at U.S. Cellular Field. Come see our world champion Chicago White Sox play for half-price!

When:

Friday, May 5, 7:35 p.m.
Sox vs. Kansas City

OR

Wednesday, August 30, 7:05 p.m.
Sox vs. Tampa Bay

Coupons are available on the second floor of Human Resources, 729 S. Paulina. All coupons are good for one ticket at the listed half price: Upper Box seats are \$9 (regularly \$18) and Upper Deck Reserved seats are \$7 (regularly \$14). Coupons exclude all premium seating and game times and prices are subject to change.

UNITED WAY THANKS YOU FOR YOUR SUPPORT!

Due to the hard work of the team leaders and your generous donations, we were able to meet our campaign goal of \$130,000. We raised \$130,405, with 32.2 percent of Rush employees donating to the campaign. This year we more than doubled the number of leadership level givers (those contributing \$1,000 or more). With your generosity, you are helping to change lives in countless ways. A special thanks too to the United Way co-chairs, Latha Sudhakar and Deb Gardiner, for their excellent leadership of this fundraising effort.

Rush has been supporting the United Way for many years. The United Way is a wonderful way to give back to your community and create measurable change. As we move forward, please look forward to a series of United Way related activities that will be taking place during the summer months. Giving and sharing are not one-time activities — they never stop because there is always a need.

I want to help where it's needed most.

I want to support programs that get results.

I want to join hands with the community.

what matters.

If you have any questions about the Rush United Way campaign, please contact either Latha Sudhakar at ext. 2-4009 or Deb Gardiner at ext. 2-4859. Thank you!

KUDOS

Gary F. Alder, DDS, director of the General Practice Residency Program in the Department of General Surgery has been elected to the Chicago Dental Society's Board of Directors for a 3-year term.

Lynne T. Braun, PhD, RN, a nurse practitioner in the Rush Preventive Cardiology Center and Heart Center for Women, received the 2006 "Women with Heart" Award from the American Heart Association for her outstanding support of the annual Go Red for Women and "her dedication to making world of difference in the fight against heart disease and stroke."

David A. Klodd, PhD, a Rush audiologist, was honored by the Chicago Hearing Society for his longstanding support. Klodd has placed audiology students in internships at the Society, and promotes the Society's services among his peers in the audiology community.

Andrew Lerrick, MD, a Rush otolaryngologist, presented an instructional course entitled "Combination Flaps in Head and Neck Surgery" at the Annual Meeting of the American Academy of Otolaryngology-Head and Neck Surgery (AAO-HNS) conference in Los Angeles. He was also the lead author of two posters presented at the meeting on surgical techniques and received educational grants from MedPointe Pharmaceuticals and ArthroCare ENT to conduct his research.

James T. O'Donnell, MD, associate professor of pharmacology, is the editor of the second edition of the reference book *Drug Injury*. The book provides insights on various drug safety topics from leading experts in pharmacy, pharmacology, medicine, regulatory law and product liability to assist health care professionals, attorneys and the public in understanding what clinicians and health systems can do to minimize risk and improve drug safety. *Drug Injury* provides updated information about Vioxx, Accutane, Ocy Contin, Ephedra, FenPhen, Rezulin, Baycol and other medications that have been the subject of product liability suits.

Monica Peek, MD, MPH, a Rush internist, is one of 14 recipients of a four-year, \$365,000 postdoctoral research award from The Robert Wood Johnson Foundation, provided through the Harold Amos Medical Faculty Development Program. Peek will use

the award to investigate the shared decision-making process between African-American patients and their physicians. Besides this cross-sectional survey project, Peek plans qualitative work to try and understand how race and culture impact shared decision making. In addition, she will develop and pilot test a culturally sensitive intervention for diabetes patients to enhance shared decision making.

Kathleen M. Shannon, MD, neurologist and specialist at the Huntington's Disease Society of America Center of Excellence at Rush, led a study that found the medication tetrabenazine cut down involuntary movement in patients with Huntington's disease by an average of about 25 percent, with many patients experiencing a greater improvement. Rush was one of 16 sites to participate in the randomized, controlled study which involved 84 patients. The study was published in the February 14 issue of the journal *Neurology*. Huntington's disease currently affects about 30,000 people in the United States.

Mitchell Sheinkop, MD, a Rush orthopedic surgeon, was presented with the Dr. David Applebaum International Humanitarian Award for his dedication to people the world over through his education of orthopedic surgeons at a dinner sponsored by Shaare Zedek Medical Center in Jerusalem.

Sheinkop's humanitarian efforts are ongoing: In March, he led a group of eight Iraqi orthopedic surgeons through an intensive three-day lecture and surgical training program at Rush. The "hands-on" program focused on minimally invasive orthopedic procedures. Sheinkop helped pioneer new developments in primary hip and knee replacement surgery, revision surgery and unicompartmental resurfacing knee arthroplasty.

Debra E. Weese-Mayer, MD, professor of pediatrics and director of pediatric respiratory medicine, has been appointed to the Board of Trustees for the Foundation of the American Thoracic Society. According to Trustee spokesperson Dr. Homer A. Boushey, Jr., Weese-Mayer was invited to serve because of her internationally recognized expertise in sudden infant death syndrome and congenital central hypoventilation syndrome, her innovative research on the genetics of these diseases, and her proven leadership qualities.

APPOINTMENTS

At the Association of American Medical Colleges national meeting in November, 2005, **Cynthia Boyd, MD**, received a special recognition award for outstanding service from the GSA-Minority Affairs Section. Boyd, who also serves as the Rush associate vice president, chief compliance officer and director of Medical Staff Operations, was recently named national chair-elect of the Minority Affairs Section's Group on Student Affairs-Minority Affairs Section (GSA-MAS). She will assume the role of national chair in November 2007. Regarding this honor, she said, "this position affords an opportunity for me to serve and contribute nationally in addressing and improving some of the specific issues and challenges that minority affairs representatives face at their home institutions." She added that this is also an opportunity to pursue her passion and commitment of increasing diversity and the presence of underrepresented minorities in medicine.

Peter W. Butler, MSHA, executive vice president and chief operating officer of Rush University Medical Center, was recently appointed chairperson of the Department of Health Systems Management (HSM). Butler, also an HSM associate professor, brings to the position an extensive background in both practice and scholarship. Prior executive management positions include president and CEO of Methodist Healthcare System in Houston, as well as senior vice president and chief administrative officer of the Henry Ford Health System in Michigan. Butler has authored more than 30 publications covering a wide range of health care topics. He has also served on numerous national committees related to health care, including posts as the initial chair of the American Hospital Association's Commission on the Health Care Workforce and as vice chair of the Competency Council for the National Center for Healthcare Leadership.

Melanie C. Dreher, PhD, RN, has been appointed Dean of the College of Nursing of Rush University. Dreher is a nationally recognized leader in nursing education, and has led a distinguished career as a researcher on the health and welfare of underserved communities, and the influence of culture in patient-provider communication.



Cynthia Boyd, MD



Peter W. Butler, MSHA



Melanie C. Dreher, PhD, RN

Dr. Dreher comes to Rush from the University of Iowa College of Nursing, where she has served as dean since 1997. She will be here at Rush full time at the end of June. During her tenure she was instrumental in establishing their Masters in Nursing and Health Care Practice degree, which became the national model for professional nursing education. A past president of the national nursing honor society Sigma Theta Tau International, Dreher was paid the tribute of having the "Melanie Dreher Dean's Award" named in her honor in 2001.

All Rush employees, their family members and friends are invited to attend these educational programs for adults of all ages. Because space is limited, reservations are recommended. For more details and to register, please call (000) 352- RUSH (7874). Free parking is available and discounted valet parking is available for people with a disability. If assistance with transportation is needed or assistance is needed once you arrive on campus for these programs, please mention these needs when registering.

SPINE AND BACK HEALTH: ASK THE EXPERTS

Saturday, May 6, 9 a.m. to noon

Wednesday, May 24, 6 to 8:30 p.m.

Armour Academic Center, room 994, 600 S. Paulina

According to the National Institutes of Health, 70 to 80 percent of all Americans experience back pain at some time in their lives. This program will offer attendees a glimpse at neurological and orthopedic solutions to back and spine pain, in addition to a panel of experts who will answer your questions about spine and back issues.

RUSH GENERATIONS HEALTH FAIR

Wednesday, May 17, 10 a.m. to 2 p.m.

Rush University Medical Center, Atrium Building, 1st floor

Be proactive in maintaining a healthy and active lifestyle. Save yourself time and trouble by getting multiple screenings, all in one place, the same day. This free health fair offers screening and health care information geared toward older adults and family caregivers.

Educational resources will be available, and health experts from RUSH will offer screenings on various health related subjects.

THE CULTURE OF A WOMAN'S HEART: YOUR RISK FOR HEART DISEASE BASED ON YOUR ETHNICITY

Thursday, May 18, 5:30 to 7:30 p.m.

1725 W. Harrison St., 5th floor

We now know that heart disease affects women differently than men, but did you know that your ethnicity can also determine unique risk factors? Join heart experts at Rush for a program that will outline your individual risk factors based on your ethnicity and explain how you can be proactive about your heart health. Breakout session for African-American, Asian, Caucasian and Latina groups will follow the main presentation. Light refreshments will be served.

ATTENTION ALL RUSH EMPLOYEES:

Have a question for Rush leadership?
Come to a Town Hall Meeting.

Tuesday, May 23, 2006

9 to 10 a.m., Armour Academic Center, room 994

Noon to 1 p.m., Armour Academic Center, room 994

4 to 5 p.m., Armour Academic Center, room 994

Overnight session Wednesday, May 24, 2006

2 to 3 a.m., Au Bon Pain, Atrium Fourth Floor

Rush President and CEO Larry J. Goodman, MD, will update you on what's going on at Rush — but he really wants to hear from all of you. How do you ask your questions? Send an e-mail to Ask_Rush@Rush.edu or just bring them with you.

SCHOLARSHIP FUND ESTABLISHED IN MEMORY OF WILLIAM C. WAGNER, PHD

William C. Wagner, PhD, a longtime associate dean for student services at Rush University, passed away December 6. Wagner served Rush since 1979, helping students obtain financial aid, making housing arrangements and offering students guidance in times of stress.

A memorial scholarship fund has been established in Wagner's memory. To date, friends, family and colleagues have contributed nearly \$57,000 to the William C. Wagner, PhD, Memorial Fund for Student Scholarships. Scholarship funds will provide support for the accelerated bachelors of science in nursing program at Rush.

For more information about donating to the fund, please contact Laura Wilson at extension 2-4460.

RUSH EMPLOYEES:

Save the Date for a Special Employee

Celebration on Friday, June 16!

On that day, your many contributions to Rush will be celebrated. You will be honored for all you have done for our patients and for your important role in the plans to transform Rush. You also will have the opportunity to see and experience the descriptions of how the future of medicine is being shaped at Rush. Celebrations will be happening for all shifts.

Watch the mail for a formal invitation in May. We are looking forward to seeing you and sharing this exciting moment in Rush history with you.



At this year's Annual Student Faculty Recital, Rush University Medical students Emily Leung (M4), Jane Park (M2), Bonnie Keung (M3) and Jessica Sinnott (M1) were among the many performers making beautiful music. This forum for musically talented Rush students, faculty and staff celebrated its 24th recital this year.

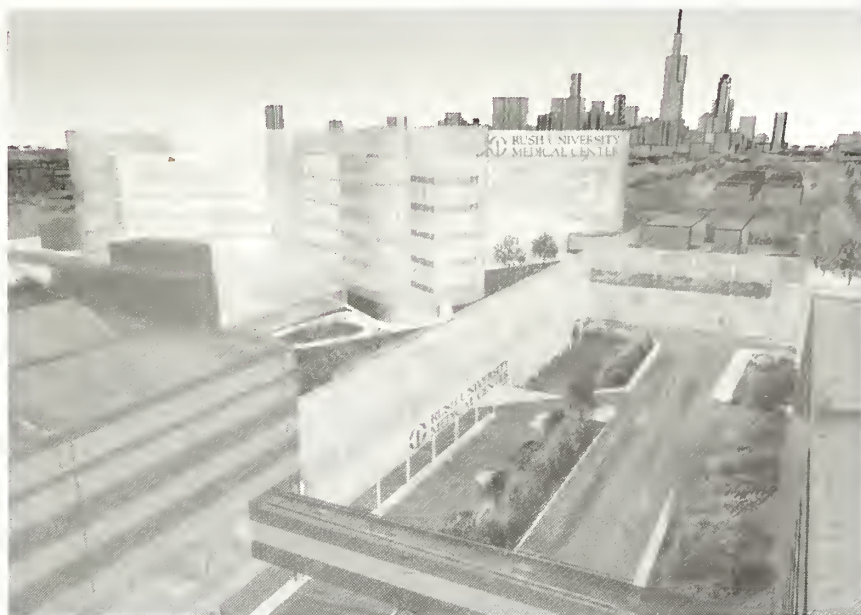
NEWSROUNDS

July 2006
Volume 45, Number 2

RUSH University Medical Center

THE RUSH TRANSFORMATION GETS UNDER WAY

Moving services like surgery and physical therapy closer together to be better oriented around the patient. Providing inviting public spaces and amenities. Making patient records accessible across departments so patients don't need to register multiple times. These are just a few examples of what the future will look like at Rush — and, it's what the Rush Transformation is all about. Through new facilities and new technologies, Rush is redefining first-rate patient- and family-centered care. And each and every Rush employee plays a part in making this a reality.



An architectural rendering of the proposed new Rush University Medical Center building, it will be an impressive addition to the Chicago landscape.

The Rush Transformation

The Rush Transformation — a term that describes Rush's plans to invest in new technology, build new facilities, improve patient care processes and generally reorient the entire campus around patients and their families — represents a whole new way of thinking about health care, its impact on our patients and employees, and its effect on the community we serve. Many employees from across the institution are involved in the development of the plans to transform our buildings and technology. They are reviewing plans and providing feedback, all the time lending their unique perspective based on their work experience.

According to Eileen Dwyer, RN, most recently the director of interventional nursing and a member of the Office of Transformation, involving employees from all levels of the organization in the planning can only enhance the outcome.

"We're going to create an environment that is an even more phenomenal workplace and has all the tools that people need to do the best job they can possibly do," Dwyer says.

This collaboration will continue throughout the life of the project, with new teams of employees involved frequently.

Making sure employees can do their best is just one way that Rush is working to meet the needs of our patients — the key goal of the project. Each and every employee, regardless of whether they are in the many important support functions or direct patient care, have an impact on how patients and visitors experience and perceive Rush.

"We are placing patients and their families at the center of this comprehensive campus transformation so that everything will be logically laid out in an elegant and efficient way," says Mick Zdeblick, vice president, Campus Transformation.

Facilities

While Rush University Medical Center has earned many honors in recent years for excellence in clinical care and nursing, it is doing so in some older buildings. Rather than spending the tens of millions of dollars required to renovate buildings that will not measure up to the adaptability and longevity of modern facilities, Rush leadership decided to invest in building a new hospital and an ambulatory care facility, along with a new central power plant. The new hospital building will fill in the open land east of the Atrium building to Ashland Avenue. In addition, thoughtful plans have been developed for renovations to the Atrium and Kellogg buildings, as well as the eventual removal of some of the oldest structures on campus.

Beyond the buildings, the transformation plans involve redesigning the patient care process to efficiently handle all direct and indirect patient interactions.

continued on page 2

IN THIS ISSUE

Know Your Risk for Colon Cancer:
Take Quick Online Quiz

Lucky Patients Receive Special Visit
From White Sox

FOUNDERS DAY A RUSH TRADITION AT ITS FINEST

What better way to mark the arrival of spring than with Rush's Founders Day. The annual event, held May 8, celebrates Rush's greatest asset — its people. Founders Day pays tribute to those employees who have achieved long-term service with the Medical Center, while also honoring those employees who have gone the extra mile in their jobs.

Congratulations to all of you, whether you're commemorating five years with Rush or 45. You truly exemplify what Daniel Brainard, MD, intended when he founded Rush Medical College in 1837. To read more about this year's awards and see who's celebrating an anniversary, turn to page 4.



Employee of the Year: Linda Bunting, a vascular technologist in outpatient ultrasound.

TRANSFORMATION

continued from page 1

To reach this objective, Rush will implement a concept called interventional platform — the strategic placement of key services close to one another on a single, easily accessible level. This will minimize the need for patients and families to travel to multiple locations within the new hospital.

“As exciting as it is to talk about hospital design and technology individually, there is real power when we put the two together,” notes Anthony Perry, MD, director, Johnston R. Bowman Health Center and member of the Office of Transformation. “Rush has a unique opportunity to leverage the combined efforts in a coordinated manner that offers the opportunity to push health care forward on behalf of those who trust us with their care.”

Rush’s well-recognized commitment to excellence in patient care will not only be embraced by the facility it also will be challenged and advanced. And as we continue to challenge ourselves, it is our patients who will benefit.”

The architectural firm of Perkins + Will has been selected to design the new facilities. This firm has extensive experience working with large and complex academic centers, including interventional platforms. Perkins + Will, considered a global leader in health care architecture and design, has worked on the new UCLA Medical Center and currently is working with Johns Hopkins Medical Center on their new facilities plans.

Technology

Along with Rush’s physical transformation comes state-of-the-art technology innovations. The implementation of Epic, an electronic documentation software application, will change how we do things every day. Epic will provide a common registration and scheduling system available throughout Rush, faster and more accurate test results and real-time access to complete medical histories.

“The potential for advanced information technologies to improve patient safety, aid in swift diagnosis and treatment, and allow patients and families a more substantial role in health care is tremendous,” says Larry J. Goodman, MD, Rush president and CEO. “By planning and launching our facilities project in conjunction with the implementation of our new software applications, we can create a dynamic new healing environment that empowers caregivers to provide even more effective treatments and diagnoses.”

The impact of this project will extend to every aspect of care we provide to our patients at Rush. From admission to discharge, Epic will help to ensure a seamless transition of information about patients when caregivers from one shift come in to replace others, as well as real-time, online access to information, critical to patient safety and satisfaction.

The implementation of Epic will enhance the patient experience through

- online scheduling, registration and bill payment
- integrated outpatient and inpatient registration

THE TRANSFORMATION PORTAL: A VIEW INTO THE FUTURE

The Rush Transformation portal (Rushportal.rush.edu) is a place to share information about transforming the Rush campus. You’ll find stories about our campus building redesign, the Epic project to improve technology, as well as our mission, vision and values, which are key to everything we do.

Questions or suggestions about the portal? Send them to Portal_FAQ@Rush.edu



- ease of data sharing between specialist and care givers

In addition, Epic ensures added patient safety by providing seamless transitions for our patients between departments, single patient records and real-time identification of patient concerns, such as duplicate orders.

Designing and implementing major new technology simultaneously with the facilities transformation provides unparalleled opportunities to improve the patient experience, the quality of care, staff productivity and revenue.

Community Impact

Looking beyond the campus, the transformation will not only benefit Rush, but the surrounding communities and the entire West Side. The campus plans will help Rush better serve the surrounding community and its patients, while at the same time act as a catalyst for the continued residential and business revitalization. In fact, the plans for the Emergency Department will allow Rush to take care of more patients, and be ready to handle mass casualties, if need be.

This state-of-the-art emergency services facility — the McCormick

Tribune Center for Advanced Emergency Response — will include special equipment, such as a large scale decontamination area, and will be designed to care for victims of major catastrophes.

“We will be better able to accommodate patients with acute, life-threatening illnesses, as well as those with routine cuts, broken bones, upset stomachs and high fever,” explains Dino Rumoro, DO, clinical chairman, Department of Emergency Medicine and member of the Office of Transformation team. “In addition, the hospital is uniquely designed as a post-9/11 diagnostic and treatment center for victims of disaster, both natural and man-made.”

The Transformation Is Now

Between 2006 and 2013, Rush University Medical Center will be transformed. The transformed campus and new hospital will reflect Rush’s spirit of innovation: highly contemporary in appearance, yet welcoming and accessible in approach. It will represent a blending of the clinical, where staff provide superior care, and the public, where patients and visitors can relax in a comfortable and comforting environment. •

NEWSROUNDS

July 2006

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GOING ABOVE AND BEYOND EVERY DAY...

Rush's Quarterly Award Winners

Every quarter, Rush employees are recognized for going the "extra mile" for their co-workers, patients and patient families, demonstrating the Rush values and living out the motto: "I CARE." Here are the winners of Rush's quarterly awards for the fourth quarter of 2006.

Employee of the Quarter

Sharon Meltzer, RN, 7S Atrium, exemplifies Rush's I CARE values. In particular, she demonstrates accountability by being proactive and taking responsibility for helping others. She displays respect by being courteous and appreciative of everyone with whom she works.

Manager of the Quarter

Quarterly award winner Bernie Peculis, MS, MBA, administrative director in the Department of Diagnostic Radiology and Nuclear Medicine, also was chosen for the Manager of the Year Award. You can read more about him and other Founders Day award winners on page 4.

Team of the Quarter

The Interpreter Services Team was named Team of the Quarter and also received the Team of the Year award. You can read more about them and other Founders Day award winners on page 4.

Patient Satisfaction "Stars"

Gregory Gleyzer, staff technician in the Department of Diagnostic Radiology and Nuclear Medicine, has been identified as a star by our patients. One patient wrote, "Thanks to the kind and considerate care I received from the doctor and Greg, I was much less uncomfortable than I had expected."

Carol Stege Award Winner for Engineering

Paul Marion, leadman in the electronics shop of Medical Center engineering, steps up and takes the lead when challenges arrive and accomplishes everything he sets out to do. Mike

Craig, foreman of the electronics shop, says, "I don't think things would have been fixed if I didn't have Paul at this job."

Carol Stege Award Winner for Environmental Services

Josephine Internicola, laundry assistant in linen distribution, has been with Rush for 36 years. "The fact that she's been here that long says it all," says Inga Richardson, manager of linen distribution and uniform pickup. "She is like a mother to all of us. I couldn't wish for a better employee." •

To nominate someone for a quarterly award, call Pat Love at ext. 2-5918.



Paul Marion



Josephine Internicola



Sharon Meltzer, RN



Interpreter Services team: Barbara Perez and Carlos Olvera with Jane Llewellyn, RN, DNSc, vice president, Clinical Nursing Affairs (middle). Not pictured: Ana Aparicio and Lucia Flores.



Bernie Peculis, MS



Marcia Hargreaves, MS, assistant vice president, Quality Improvement, with Gregory Gleyzer (right)

FOUNDERS DAY WINNERS

EMPLOYEE OF THE YEAR

Bunting Attains Excellence by Educating Herself, Others

Linda Bunting, a vascular technologist in outpatient ultrasound, came to Rush with a wealth of experience and knowledge in her field. She has continued to increase her skills during her 4 1/2 years at Rush, to the benefit of patients, fellow ultrasound staff and students.

Her combination of skill, compassionate care, and extraordinary personal dedication and fortitude made Bunting the 2006 Rush Employee of the Year.

"I love working at Rush," Bunting says. "It is truly a team effort striving to meet and exceed patient needs and expectations. I'm very honored to receive this award, especially since I know so many others who are so deserving of recognition."

Bunting epitomizes Rush's core value of excellence by continuously improving performance through training and development. In just one of many examples, she studied for and took new vascular ultrasound board examinations shortly after joining Rush so that the department could meet the needs of physicians and patients. She also regularly attends seminars to learn new techniques and advances in ultrasound and vascular technology.

"Linda is a superior ultrasonographer," says Maija Freimanis, MD, vice chairman of the Department of Diagnostic Radiology and Nuclear Medicine, and director of the ultrasound section. "Even so, she is always eager to learn new concepts and techniques."

In addition to using her abilities to provide the very best care for patients, Bunting regularly shares her expertise by teaching other sonographers and ultrasound students. As a result, she not only improves her work but also the performance of her colleagues. Her educational efforts

also include helping organize the Rush Annual Ultrasound Conference, which draws more than 160 guests.

"Linda gets great pleasure from watching others learn," says Carmela Gonzalez, RDMS, manager of the Ultrasound and Vascular Laboratory.

Bunting combines her expertise with a warm and caring demeanor, taking care to reassure patients, explain procedures as they take place and letting patients know what to do when they are finished. She also regularly demonstrates the Rush core value of accountability and taking responsibility for the success of her team by working on Friday nights and weekends when the department is short-handed. Even while being treated for a serious illness last year, she continued to fulfill her job responsibilities.

"Through the way she lives her life, she shows how we can better ourselves and be courageous in the face of adversity," Gonzalez says. "She is the person I most admire."

MANAGER OF THE YEAR

Peculis Uses Patient Feedback to Promote Excellence in Care and Accountability

Bernie Peculis, MS, MBA, wants to know what Rush patients think about the care they receive from the Department of Diagnostic Radiology and Nuclear Medicine, and he wants the department's staff to know, too.

Peculis, the department's administrative director, carefully reviews the results of Rush's randomly-selected patient satisfaction surveys every month and communicates patients' comments word for word to the staff members who worked with them. He gives handwritten notes of recognition and a \$10 voucher for the Rush cafeteria for compliments and uses complaints as an opportunity to help staff members improve their performance.

"Given that everything we do at Rush is supposed to be driven by patient care, I think you need to put the appropriate weight on what patients are saying," Peculis explains.

In tribute to the way he empowers the radiology department staff to provide the very best care to patients, Peculis was honored with the 2006 Manager of the Year award.

"He does his job with intelligence, ingenuity, responsibility, generosity, sensitivity and loyalty," says David A. Turner, MD, Robert R. McCormick Professor and chair of the Department of Diagnostic Radiology and Nuclear Medicine.

Peculis oversees the radiology department's 150 radiology technologists and support staff, who perform nearly 16,000 procedures a month, including x-rays, CT scans, MRIs, ultrasound imaging, and nuclear medicine and interventional radiology treatments.

He says his use of patient comments is one of the ways he ensures that the radiology department practices Rush's core value of accountability. "You're driving home the issue of accountability with the staff, because you're making sure what they do cycles back to them, and you're letting them know what the patients' perceptions are of the care they're providing," Peculis says.

A 24-year veteran of the radiology department, Peculis promotes accountability and excellent patient care in other ways. He places a strong emphasis on staff development, arranging for mandatory presentations on patient care issues twice a year and encouraging department members to participate in additional training opportunities, including instruction in new imaging techniques and procedures.

"Providing our staff with the goals and the tools to accomplish the job and then getting out of their way lets individuals flex their muscles and their independence more," Peculis says. "It puts them in a position to be accountable for themselves at the end of the day."



Manager of the Year: Bernie Peculis, MS, MBA, administrative director of the Department of Diagnostic Radiology and Nuclear Medicine.

TEAM OF THE YEAR

Interpreter Services Enhances Patient Communication and Care

Seven days a week, you'll find members of the Rush Interpreter Services team helping patients and clinicians communicate with each other throughout the Medical Center — interpreting for patients completing pre-surgical questionnaires, for worried parents in the Special Care Nursery, for people with diabetes who are learning how to adjust their diets and for patients undergoing chemotherapy and open heart surgery.

"We go anywhere that we're needed. I've interpreted for an intervention for alcoholism, we've interpreted for baptisms," says lead interpreter Carlos Olvera. During one baptism, he even agreed to the adult patient's request to be her godfather.

In recognition of the combination of accuracy, transparency and sensitivity that they bring to all situations, Interpreter Services has been chosen as Rush's 2006 Team of the Year.

"The team shows compassion for families under very stressful conditions, which makes the families more at ease to ask questions," says Robert E.

Kimura, MD, director of neonatology and associate dean of medical sciences. "I truly feel that the RUSH interpreters are part of our clinical team."

Interpreter Services plays a crucial role in upholding Rush's commitment to the core value of respect and making certain that patients of all ethnic and cultural backgrounds receive the very best care. "Our main goal is for the patient to be treated the same as if they spoke English," Olvera explains. "In the end, it's about equal access to care."

Interpreter Services was established in November 2002 and has four full-time interpreters — Olvera, Barbara Perez, Ana Aparicio and Lucia Flores. The team provides services from 6:30 a.m. to 8 p.m., Monday – Friday and 8 a.m. to 4:30 p.m. on weekends and holidays.

The team's size reflects the growing number of non-English speaking patients who receive care at Rush, including a large Spanish-speaking patient population and many patients who speak Arabic, Cantonese, Greek, Mandarin, Polish, Russian and other languages.

The team responds to approximately 1,000 calls for Spanish interpretation services each month. In addition, they coordinate arrangements for in-person and telephone interpreters of other languages — including about two-dozen requests a month for sign language interpreters — with outside agencies.

Members of the team have specialized training and experience in medical interpretation that enables them to convey complex medical terms and concepts accurately in both English and Spanish. They've also been trained to be transparent — that is, to make patients and care providers feel as if they're talking with each other, rather than to the interpreter.

"I can't tell you how much of a difference it makes when the translator not only conveys the meaning of the words but depicts the character of the speaker," says Margaret Michalska, MD, associate director of the Rush Center

for Clinical Studies. "Patients can get my jokes and get an idea of how I practice medicine."

The Interpreter Services team's expertise helps avoid medical errors, reduces the amount of testing necessary for diagnosis and makes patients more forthcoming about their illness. "It builds trust with their doctor," Olvera observes. "They'll open up, and they'll be more sincere. They'll really tell us what is bothering them."

PATIENT SATISFACTION AWARD

Satisfaction Guaranteed

Patients describe Paula Christian, a patient access coordinator in admitting, as kind, genuine and a ray of sunshine. The positive comments are plentiful and illustrate a woman who does more than just welcome patients into the Medical Center. She lends a sympathetic ear and puts them at ease.

It's no surprise that Christian received this year's Patient Satisfaction award, which is based on the number of favorable patient comments a Rush employee receives. What's even more telling about Christian is that it's not uncommon for returning patients to request her assistance when they're admitted to the hospital. Christian's supervisor, Mary Johnson, patient access admitting supervisor, is more than happy to oblige them.

Johnson attributes Christian's job success and popularity with patients to her personality. "No one is a stranger to Paula," says Johnson. "She's very caring and takes the time to listen to her patients."

When asked how Christian lives up to Rush's core values of innovation, collaboration, accountability, respect and excellence, her supervisor says she does it every day and she does it very well. "That's Paula," says Johnson.

The seemingly simple task of listening to patients is no easy feat considering Christian sees about 15 or 20 patients



Team of the Year: Interpreter Services team includes Carlos Olvera, lead language interpreter, and Barbara Perez, language interpreter, (left) with Bob Clapp, senior vice president, Hospital Affairs (right). Not pictured: Ana Aparicio and Lucia Flores.



Patient Satisfaction Award: Paula Christian, patient access coordinator in Admitting.

every day. Christian is responsible for registering patients, which entails gathering their financial and insurance information. She's often the first person they encounter upon their arrival to the hospital.

A Rush employee since 1979, Christian understands the range of emotions patients experience upon entering a hospital. "The most important aspect of my job is being kind and courteous with patients," says Christian. "They're afraid when they come here. I want to make sure they're comfortable and calm. I reassure them that they'll be okay."

JAMES A. CAMPBELL, MD, DISTINGUISHED SERVICE AWARD

Service Beyond What's Expected

To understand the significance of the James A. Campbell, MD, Distinguished Service award is to understand the man himself. Campbell came to Rush in 1948, as a specialist in cardiology. He established Chicago's first cardiac catheterization laboratory, performed the city's first heart catheterization and later become the first president and CEO of Rush-Presbyterian-St. Luke's Medical Center.

FOUNDERS DAY

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But what's more telling of his character was his hands-on role around the Medical Center. Even as CEO, it wasn't uncommon to see Campbell on the units talking with all types of staff, from housekeepers to attending physicians. He was also an advocate for patients, often taking the time to visit them.

This award celebrates those individuals who demonstrate top-notch leadership and provide dedicated service. It's about how Rush employees support our patients. This year's recipient, Ruben Cantu, has been doing all of the above for more than 30 years.

As a general foreman in Medical Center Engineering, Cantu is responsible for the daily operation of the Medical Center's facilities. Although he typically works with the nursing staff to accomplish his duties, Cantu does receive requests directly from patients. He often finds himself in patients' rooms, personally reassuring them that the shower works properly or adjusting the room temperature — all so the patients are more comfortable. That, he says, is his main goal. "Our job is to make them happy and solve the problem as soon as possible," Cantu says.

When asked why the committee of past award winners chose Cantu to be this year's recipient, Reginald McKinnie, evening administrator and the 2004 winner, says, "Ruben is someone who goes out of his way to get a job done. He does whatever it takes."

Alberta Wells, unit clerical manager, Nursing Systems, and recipient of the 2002 award, says it's not uncommon to see Cantu at the Medical Center during his time off. "Ruben comes in if he's needed," says Wells. "It doesn't matter if it's his vacation, after hours or the weekend."

This core value of accountability permeates throughout all aspects of Cantu's job. Whether or not a task falls within his area, he makes sure the problem is resolved — because

he genuinely cares about patients, the Medical Center and his fellow Rush employees.

HENRY P. RUSSE, MD, AWARD

A Lifetime of Service

Sharon Gates, MA, director of Multicultural Affairs and the Rush Community Service Initiatives Program (RCSIP) for Rush Medical College, is no stranger to community service. Growing up, her mother instilled in her a sense of helping others, regularly taking Gates to serve meals and support the needy in soup kitchens. "Working with the community is a part of me," says Gates.

It's only natural that Gates received this year's Henry P. Russe, MD, Award, which is named in honor of a former dean of Rush University Medical Center and his humanitarian work. The award is given to those individuals who demonstrate a daily commitment to philanthropy while on the job.

Philanthropy plays heavily in all facets of Gates' position here at Rush. Gates is instrumental in bringing students and faculty together in outreach programs such as RU (Rush University) Caring, book drives and assistance to West Side health clinics.

As faculty advisor for RU Caring, Gates works closely with students from all areas of the University. With Gates' help, the students provide monthly health-related events at a local school, in addition to offering community health fairs. The group's second annual city-wide health fair, called Spring Into Fitness, took place on May 20. The event was sponsored by Rush, the Salvation Army, the governor's office and the city of Chicago's department of public health. The health fair provides services such as physicals, nutrition screening, immunizations, vision screening, hypertension screening and more to families and individuals with no insurance.

Gates' job is rooted in Rush's core values of collaboration and innovation. "Everything we do in RCSIP and RU Caring is based on collaboration with



James A. Campbell, MD, Distinguished Service Award: Ruben Cantu (right), general foreman, Medical Center Engineering, with Peter Butler, COO.



Henry P. Russe, MD, Award: Sharon Gates (left), MA, director of Multicultural Affairs and the Rush Community Service Initiatives Program (RCSIP) for Rush Medical College with Thomas Deutsch (right), MD, the Henry P. Russe, MD, Dean of Rush Medical College and senior vice president of Medical Affairs.

other clinical programs, government offices, community organizations, schools and religious institutions," she says. "And because these groups have limited resources, we become creative and innovative in identifying ways to make things happen."

In reflecting on her work and the nurturing environment of Rush, Gates calls it the best of both worlds. "This is me," says Gates. "I can be involved in community service, fundraising, recruiting and working

with students while being in an environment I call home."

Thomas Deutsch, MD, the Henry P. Russe, MD, Dean of Rush Medical College and senior vice president for Medical Affairs, explained there was an "ah ha" moment when Gates' name came up during the nomination process. "Sharon embodies the spirit and beliefs of Dr. Russe," says Deutsch. "It's about how you encounter and interact with people, no matter who they are."

ALICE SACHS AWARD

Three Faces of Compassionate Care

Each year, the Alice Sachs Award recognizes a Rush employee who consistently demonstrates compassion for Rush patients and their families. The award was established in 1982 by John Sachs, DDS, and his wife, Lois, in memory of his mother, a former Rush patient. Sachs is an annual trustee of the Medical Center and serves on the Board of Overseers of Rush University.

This year's award was particularly special because not one, but three people received the honor: Alisha McIntyre, a patient care technician; Jacqueline Brennan, an office manager in the Department of Cardiovascular Thoracic Surgery; and Ginny Casey, MSN, RN, medical/surgical nursing.

Talk to the people who nominated these three women, and you'll see why they're being honored. Alicia Achimowicz, RN, cardiovascular, thoracic and neurovascular surgical floor, chose to nominate McIntyre because of everything she does for the patients and the nursing staff. "She's a very hard worker, and always anticipates the needs of the nursing staff and patients," says Achimowicz. "She has our back."

Brennan was an obvious choice for Alison Walsh, administrative director in the cardiovascular thoracic surgery department. "She's the most selfless person I've ever met in my life," says Walsh. She goes on to describe Brennan as loyal, dedicated and giving. "Patients look to her for guidance and support on how to navigate the system within Rush."

In nominating Casey, Margaret Faut-Callahan, DNSc, FAAN, chair of Adult Health Nursing, and Jane Llewellyn, RN, DNSc, vice president, Clinical Nursing Affairs, say, "In our minds, there is no one more qualified to receive this distinguished award, for Ginny truly is the 'heart' of the Medical Center."

In providing support to Rush's most critically ill patients, Casey has served as a role model to other nurses, which is why Faut-Callahan and Llewellyn believe no one better exemplifies innovation, compassion, accountability, respect and excellence.

In fact, all three of this year's Alice Sachs award recipients demonstrate a commitment to Rush's core values. Whether they're working with patients or other staff members, they perform their jobs with the utmost care, never hesitating to go above and beyond what's expected of them.

5 YEARS

Nouaman A. Abdellah
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Candace A. Acevez
Vyacheslav A. Adarichev
Chester N. Agbai
Lynn M. Agnew
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Tamiki Andrews
Janis E. Anfossi
Zoe Arvanitakis
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Swati Ayyagari
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Tina Conley
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Jessica Cornejo
Edmundo P. Cortez
Michael F. Craig
Charles J. Cranny
Jennifer Cranston
Yoshi Q. Creighton



Alice Sachs Award: Alisha McIntyre (left), patient care tech; Jacqueline Brennan (center), office manager, Cardiovascular Thoracic Surgery; and Virginia (Ginny) Casey (right), MSN, RN, medical/surgical nursing.

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Margaret Curtin
Delores R. Cutler
Sheba Daniel
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Kyla R. Grant
Lauretta R. Grant
Annie Gray
Debra Green
Tondria R. Green
Jori K. Greenberg
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Keith M. Roberts
Andre Robinson
Bryce R. H. Robinson
Craig S. Rodich
Avette Rodriguez
Isabel Rodriguez
Rosa M. Roman
Maria A. Rood
Ronalyne Rosales
Svetlana Roshass
Terrace D. Ross
Andrea M. Rossi
Marvin A. Rossi
Cheryl S. Rucker-Whitaker
Terry K. Ruffin
Emily A. Ruminski
Dino P. Rumoro
Danielle M. Russell
Sirena B. Russell
Terri L. Russell
Patricia A. Rust
Megan E. Ryan
Consejo H. Sabidong
Kristina M. Sabin
Monika Sakiewicz
Dana Sanagustin
Patricia L. Sanchez
Rebecca A. Sanchez
Frederick J. Sanford
Sepehr B. Sani
Esmeralda Santana
Kimberly Allen Sareny
Adrianne D. Schaffer
Joan F. Schmitz
Daniel T. Schout
Erika May Schultz
Mary Ann Schultz
Joanne E. Schupbach
Daniel C. Scott
Elizabeth C. Scott
Robert A. V. Scott
Anthony G. Seaman
Sathiya Selvaraj
Evelyn B. Senewo
Leticia D. Sextion
Maliha W. Shaikh
Ira Shetty
Darnell Shields
Julio C. Silva
Bridget L. Simkowski
Robert R. Simon
Stephanie J. Simon
James A. Sims Jr.
Brenda F. Singleton
Sean P. Sitzes

Karen P. Sloan
Sharon M. Sloan
Katherine L. Smedra
Clifford A. Smith
Pamela A. Smith
Sharon D. Snelling
Pedro Q. Sobredo
Gene R. Solmos
Beatriz Soto
Zelda Spruill
Stacey C. Squires
Sarah E. Stadler
Jeanne M. Stark-Casadont
Theresa R. Stark
Betty M. Stcy-Christophe
Jon A. Steinhagen
Lisa R. Stempel
Cassundra A. Stewart
Robyn A. Stewart
Amanda M. Stodd
Marcelle K. Stone
Joy A. Story
Scott W. Stover
William B. Stratbucker
Michele R. Strzelinski
Sarah C. Sullivan
Eddie Swan
Garth R. Swanson
Angela M. Taylor
Nefraida Taylor
Jeremiah Tennant
Cherise Theisen
Gloria D. Thomas
Petrina L. Thomas
Tracy Thomas
Neena F. Thomas-Gosain
Sarah E. Thornell
Janet Tigas
Veronica Torres
Vivian A. Traylor
Klaus W. Trieb
Arcadio Troche
Timothy C. Tucker
Nicole C. Tupesis
Donna Turengen
Carol J. Turner
Angela Tylka
Toshi L. Uchida
Norma Valdez
Frank Valladares
Guillermina Valle
Roderick J. Varner
Brenda Vasquez
Seantki Vassel
Annette Vaughn-Brown
Abel Vazquez
Roy P. Venzon
Merlissa Verdaguer
Pamela Vergara-Rodriguez
Jessica C. Walker
Emanuel M. Wallace
Edward J. Ward
Betty L. Wash

Nidhi K. Watson
Linda L. Watts
Sandra J. Webb
Ann Wehmeyer
Deirdre A. Welsh
Rebecca J. Wenzel
Beatrice E. White
Beverly A. White
Torrence S. Whitfield
Regina M. Wilborn
Angelic Wiley
Clarice Williams
Marcus D. Williams
Michelle L. Williams
Sharon D. Williams
Tammi Williams
Viella Williams
Angela G. Wilson
Darlene Wilson
Markus Wimmer
Michael Wisniewski
Leslie Wolfson
Willie Wood
Beverly J. Woodard
Phyllis M. Woods
Teresa M. Woolington
Qi Han Yang
Emily Ybarra
Monica Young
Li Yu
Tammy S. Yuen
Maria Caridad Zamora
Mohammed-Reza Zariffard
Lisa M. Zavala
Steven W. Zgliniec
Peter Ziarno

10 YEARS

Ethel Adkins
Neelum T. Aggarwal
Nicole Marie Albold
John N. Alex
Marcia L. Anderson
Stuart J. Anderson
Juanita Aviles
Grace S. Bandi
Walter H. Baniecki
Marsha R. Barfield
Joanne M. Bass
Todd L. Beck
Christine M. Benitez
Vsevolod Berger
Nneka C. Betts
Kimberly M. Blackwell
Cynthia Boyd
Keith M. Boyd
Don A. Boydston
Letitia A. Bradin
Bernard Bromberg
Wilfred E. Buchanan
Kathyline T. Buday
Patricia A. Butler

FOUNDERS DAY

continued from page 9

John L. Butsch
Bozana Campara
Andre Carter
Kathleen M. Casey
Maria Castellanos
Joanna Cerero
Michael Cervantes
Cheryl Christensen
Boris Christof
Deruthia Clinkscales
James E. Clukey III
Monsharon L. Collins
Karol W. Cordon
Ann T. Cotton
Ralph G. Crawford
Robert D. Creek
Alice F. Daniels
Sandra L. Davila
Cindy Davis
Kenneth Davis
Lorenda Davis
Patricia A. Day
George J. Dombrowski Jr.
Douglas J. Dostal
Emiliana Duma
David M. Durdov
Mary Lee Evans
William D. Falls
Peter P. Feimer
Jacek J. Felinski
Daniel A. Fliegel
Queen E. Flowers
William J. Frankenbach
Diamantina Fuentes
Melissa Gardner
Bruce I. Gaynes
Patrice M. Ghaderi
Maxine Givens
Constantine Godellas
Leticia Gonzalez
Nichole Green
Ryan K. Greves
Jori A. Greybill
Stephanie Guzik
Mary J. Hackett
Monika Hall
Nadim J. Hallab
Scott Halper
Joseph M. Harrington
Jessie M. Hawthorn
Judith A. Heddens
Lee Kathryn Hellman
Kathleen C. Heneghan
Patricia M. Hernandez
Lenora Hester
Daniel D. Huang
William W. Hunt
Keith M. Intrieri
Edet D. Isabell
Catherine Jacobson

Charles M. Jaffe
Cheryl Jennings
Lolesia Johnson
Kim Jones
Virginia J. Jones
Wrenetha A. Julion
Nahid K. Khan
Shirley H. Kim
Dina M. Klein
Anne S. Koehler
Mhd Ghiath Kolakji
Stan Lapidos
John K. Larson
Lawrence A. Liggett
Jolynne Litzenberger
Robert Lofton
Delores Louis
Dimitra Loukissa
Michael E. Luellen
Marie A. Mahoney
Michelle A. Maloney
Robert March
Diane M. Marston
Shawnda L. Mays
Paula P. Meier
Carlos F. Mendes de Leon
Judy C. Mendoza Pulido
Anna Mielczarek
Julie Anne Moore
Robert Mullig
Kathleen C. Naanes
Pamela D. Napier
Donald F. Nietzel
Kelly E. Noren
Isaac K. Ntiamoah
Ruby L. Owens
Joseph Palombo
Antoine E. Palton
Elizabeth H. Papendick
Catherine S. Park
Marcia K. Patterson
Suzanne Perraud
Lynne Petit
Kevin D. Pittman
Christina S. Plata
Alice M. Poole
Mary Beth Porucznik
Stacy L. Pur
Kenneth P. Quandt
Emelina V. Quintana
Thomas Ramirez III
Martha A. Richards
Mary G. Rios
Lula M. Robertson
Ian M. Robinson
Fidel Rodriguez
Don N. Rogers
Jan S. Ross
Houstoun M. Sadler II
Julie A. Schneider
Mary P. Serrano
Lisa D. Shimada

Marvin V. Sinsakul
Diane Smith
Helen Smith
Janice Pik Sroka
James E. Stansell
Mary L. Starck
Lena Stern
Brian K. Sykes
Jacquelyn A. Thomas
Kevin J. Thomas
Pearlean Thomas
Elaine J. Thomas-Pompey
Kristen M. Toczydlowski
Chong Wai Tong
Richard J. Tongue
Carla Y. Triplett
Richard Trohman
Carolyn L. Utech
Maria C. Vallort
Mary C. Vance
Dorothy Vaughn
Nancy B. Velarde
Maria Fe H. Vivo
Josephine R. Volgi
Michael M. Wantiez
Carol Wardlaw
Janet H. Weber
Aleatha West
Emily White
Leo C. Wilcher
Carrie Williams
Christy L. Williams
Keith G. Williams
David F. Wojciechowski
Velia Zavala
Dawn Ziegler

15 YEARS

Carmen Acevedo-Moreno
Sarah H. Ailey
Kimberly M. Askew
Dora E. Astorga
Elida C. Bader
Denise E. Banton
Tajuana R. Barnes
Shirma P. Bayna
Rowena M. Benedetti
John W. Bokowski
Joyce D. Brown
Lydia R. Bryant-Pettus
Dolores M. Calma
James E. Calvin Jr.
Alice A. Carter
Tito P. Catuncan
Wei Chang
Teresa A. Chmura
Willie Clay Jr.
James L. Coffie
Joan R. Colby
Kevin C. Collins
Mary A. Coughlin
Patrick C. Crawford

Anna M. Cummings
Mary A. Damirayakhian
Michelle M. Darang-Coleman
James W. Dati
Pietro E. Dipalomares
Tina Louise Dorsey
Teresa A. Dubovich
Joyce A. Eberhardt
Derrick G. Echols
Kathleen Egan
Elizabeth Y. Enriquez
Sally V. Figueras
Wrayanne R. Flasar
Dan Foglia
Dennis Ford
Salvatore A. Franzese Jr.
Marlise Frey
Michael D. Gacek
Betty Garrett-Perry
Benedict L. Gierl
Paul B. Glickman
Loreta M. Guziec
Sandra L. Hager
Susan A. Hauptman
Denise M. Hauser
Michelle D. Hawkins
William Hayden
Wendy A. Hermle
Joan L. Hill
Sharon P. Holliday
Robert L. Howard
Kenneth L. Hugh
Linda R. Hunt
Michael J. Hussey
Heather A. Jackert
Orlando E. Jarrin
Linda J. Jenkins
Dion T. Johnson
Harold V. Johnson
Julie Bach Johnson
Berlinda Jones
James Rexford Jones
Paul J. Jones
Estella G. Jurkovich
Andres M. Kanner
Joseph D. Kaul
Kathryn Ann Keith
Michael A. Kelly
Russell F. Kelly
Robert E. Kimura
Ruth M. Kleinpell
Diana Lacy
Lawrence F. Layfer
David A. Lee
Gloria J. Levi
Martha Longoria
Eric Jude R. Lucena
Christine M. Mach
Dorothy Malecki
Noelle F. Maloney
Kathleen M. Marino
Mary F. McNally

Luz E. Medina
Robin Gayle Melendez
Mary P. Mesch
Laura Mines
Juergen A. Mollenhauer
Elliott Mufson
Susan Kay Nagle
Susan A. Nelson
Fernando Nieves
Jeffrey Niforos
Gertrude M. Novak
Miguel C. Olivar Jr.
Elisa Ortiz
Deborah B. Pach
Roberto A. Panelo
Datta B. Patel
Julieta Perez
Angeles R. Perry
Anthony J. Perry
Daniel J. Pohlman
Carlene P. Porter
Clara J. Quinn
Maria G. Quinonez
Richard L. Quintana
John T. Ralyea
Habiba Ramey
Maria Ramirez
Ronald A. Rangel
John Ranieri
Lewis Redmond
Odell Reeder
Maria R. Reyes
O. D. Rice
Angela E. Roberson
Fidel C. Rodriguez
Marshall Ruffin
Mary J. Ryan
Kelly Rymsza
Samuel N. Saltzberg
Restituto M. San Pablo
Danielle Sanchez
Erika M. Schwelnus
Beverly E. Sha
Elanda T. Shannon
Dorothy A. Smith
Jeffrey S. Soble
Eddie L. Speights
Kathryn D. Swartwout
Shawana D. Tate
Naleumon Thiraphoj
Sonja Tudor
Celia Villarreal
Raul M. Villaverde
Anthony F. Viteri
Beth A. Volin
Charlene Walton
Arthur G. Watson
Sarah Weatherspoon
Tyrone Wilburn
Judith C. Wiley
Barbara A. Williams
Karen L. Williams

Tornado Ann Williams
Debra R. Williams-Ortiz
Lucy Willis
Andrew L. Wilson
Reva T. Wymbs

20 YEARS

Richard I. Abrams
Cynthia M. Akelis
Enrique J. Amezaga
Jean R. Aschkenasy
David Baldwin Jr.
Keeley L. Binion
Patricia A. Blattner
Marcia Dewolf Bosek
Kenneth M. Boyer
Abbi A. Brees
Calvin Brown
Paula J. Brown
Marie L. Carnevale
Larry C. Casey
Kathleen Cerone
Laura L. Cervenka
Dianne D. Chapman
Verneice Cherry
Ada A. Cole
Patricia L. Cole-Acosta
Jeanette Davis
Richard K. Davis
Clarence J. De Young
Alison Finnegan
Gail A. Frank
Diane M. Gallagher
Fernando A. Garcia
Carmel A. Gaughan
Sandra M. George
Dana Goodin
Clarence Grainger Jr.
Charlie J. Grandberry
Mario O. Gubatan
Jean L. Heideman
Peter T. Heydemann
Barbara Kitzes Hinch
Donnell Hogan
Jerry D. Isaacs
Kristina Janich
Kimberly A. Janko
Martha P. Johnson
Mary Johnson
Stephen R. Kareka
Clifford J. Kavinsky
Shirley A. Kazmierski
Dianne M. Kelly
Judith L. Kieras
Rosalie Krolik
Marilyn A. Krzystek
Linda J. Lafferty
Daniel O. Luedke
Bella C. Maningat
Jesus R. Mata
Bennie McWilliams
Laura A. McGloin

Linda Ann Meeks
Kathryn Diane Mikrut
Karen N. Murray
Phyllis Nash
Rosario J. Nobile
Denise M. Oleske
Maria Oppermann
Michele Higgins Prod
Anita Michelle Putman
Paula D. Redding
Vevlyn D. Rogers
Dorothy D. Sanford
Barbara A. Schmitt
David A. Schur
Anne Slager
Lynn J. Smetana
Zachary S. Smith
Zita M. Smith
Diane H. Springer
James L. Statler
Mary Ann M. Tan
John S. Tarsa
Beverly A. Wallace
Donnell T. Wardell
Deborah A. Wessely-Kelly
Brenda Lee Williams
Tarren Williams
Joann F. Winger
Walter J. Zielinski

25 YEARS

Gary F. Alder
Gertha B. Anderson
Judy T. Andriamahefa
Leonard M. Asuncion
Juanita B. Baron
Theresa Beck
Margaret M. Berg
Margaret M. Betts
Cheryl Y. Bibbs
Peggy B. Bigoness
Johnnie L. Bonds
Robert L. Bowser
Laura S. Bradford
LaVera Brown Leftridge
Colin J. Cloberty
Marianne Corrieri-Alaniz
Josephine W. Davis
Dwayne E. Dillard
Georgiann G. Donatille
Shirley A. Evans
Marva J. Flowers
Leota Gajda
Selma George
Ann R. George-Fohrman
Caroline C. Goldenberg
Mark A. Harnew
Treace Harper
Mary Ann J. Hejna
Martha Herrera
Lisa Hirshfield
Kimberly A. Humbarger

Bonnie M. Hutchison
Mary L. Johnson
Ruby J. Johnson
Jean Jones
James M. Kerns
Harold A. Kessler
Sharon L. Kreidl
Mable P. Kyles
Denise M. Labeledz
Yvonne Lange
Ernestine Lee
Adrienne L. Lennix
Janice Lott-Hopgood
James E. Maggard
Patrice Y. Merriweather
Charles A. Mezatis
Ronald Moore
Catherine Ann Muza
Geri Narsete Prevo
Dianne Noibi
Olivia B. Penales
Donald R. Peterson
Theresa M. Pollack
Deborah Lyn Quaid
Laura Quigley
Ewa Radwanska
Leopoldo Ramones
Andrew Ripeckyj
Jeanette L. Risley
Donna J. Ritacco
Maria Delaluz Rivera
Lidia Rivero
Wiley G. Roberts
Noelle M. Shallcross
Vicki P. Shaw-Harvey
Marcia M. Sheridan
Mary Krembuszewski Silver
Michael R. Silver
Paula M. Soczek
Christine M. Spano
Charlotte F. Storino
Erlinda Talla
Johnny M. Tang
John A. Taylor
Susan Vanderberg
Benny Varghese
Mac Arthur Vaughn
Hans Vilme
William Warren
Bruce Weatherspoon
George E. White
Jeri S. Willhoite
Mary Ann Winters
Vicki J. Woodward
Norman L. Wool
Janice M. Zeller

30 YEARS

Kenneth Battle
Donald R. Becker
Nancy R. Becker

FOUNDERS DAY

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Catherine L. Bishop-Jozwiak
 Jeanne M. Blundy
 Michael S. Boxer
 Scott J. Boyer
 Henrietta Bunch
 Monica A. Cieslarski
 Zandra J. Cirar
 Theodorie J. Cockrell
 Jill Coleman-Washington
 Elsa M. Deshane
 Paula J. Dillon
 Marvann Eglaston
 Robert Eisenberg
 Sally A. Evankoe
 Margaret E. Faut-Callahan
 Olivia E. Favela
 Trigidio T. Figueras
 Shirley A. Fleming
 Felicia E. Foster
 John A. Geisler
 Ofelia C. Gonzales
 Larry J. Goodman
 William E. Gunn
 Alice Guzman
 Avril C. Hector
 Carol A. Horkavy
 Oscar J. Hunter
 Cynthia L. Irwin
 Frances A. Jacobs
 Thea M. Johnson
 William H. Jones
 Jena K. Khodadad
 Brenda J. Kirkland
 Elizabeth L. Krch-Cole
 Cheryl Lafferty
 Joyce M. Lichauco
 Janet Malik
 Cecilia A. Manlapaz
 Kevin W. McDonough
 John D. Mead
 Judy E. Motykowski
 Mary K. Nuno
 Nancy A. Osiecki
 Helen Sereda Pawluk
 Marilyn Payton
 John E. Pickett
 Mary Rauer
 Mary A. Rolfe-Shaw
 Malinda M. Rosenwinkel
 William A. Scheftner
 Flora B. Scuefield
 Maria L. Segal
 Essie M. Stockling
 Katarina Szego
 Remigio A. Taasan
 Cynthia Pytko Temenak
 Dorothy J. Thomas
 Janice M. Thomas
 Jordan L. Topel

Nancy M. Visocki
 Erma Wallace
 Margaret A. Waszkiewicz
 Dewayne M. Williams
 Robert S. Wilson
 Barbara C. Wizniuk
 Ronald M. Wnek
 Paul W. Wong

35 YEARS

Lynn R. Branch
 Rose M. Claude
 Charlene D. Davis
 Marie Deal
 Ora L. Dean
 Mary L. Dunson
 Francisco V. Garcia
 Roberto Garcia
 Margie Gardner
 Henry Gewurz
 Trudie L. Gilliam
 James Greer
 Willa B. Henderson
 William F. Hughes
 Lee A. Johnson
 Mattie B. Kirkwood
 Leroy W. Kramer
 Crystal D. Lowry
 Linda K. Manning
 Nancy A. McGuire
 Walter F. Mroz
 Peter Murphy
 Niranjana A. Patel
 Virginia Y. Perillo
 Esther I. Robleza
 Janith Schwagart
 Dougal Simon
 Cleophus Taylor
 Henry Taylor
 Algis W. Tiknius
 Alberta W. Wells
 Winsome D. Williams

40 YEARS

Buler M. Allen
 Janet L. Blake
 Jacqueline Coleman
 Maggie A. Duncan
 Alberta Norman
 Esther Peden
 John Tolbert

45 YEARS

Inette M. Godman
 Audrey L. Haygood

Please note: The Founders Day list does not include employees' academic degrees.

RUSH VOLUNTEERS MAKING A DIFFERENCE

On April 18, Larry J. Goodman, MD, Rush president and CEO, and other hospital staff gathered to pay tribute to Rush volunteers. The annual event, known as Volunteer Day, honored more than 500 volunteers who contributed over 150,000 hours of service last year throughout Rush.

Rush volunteers perform a wide range of duties, which include assisting patients and visitors with wheelchairs, delivering flowers and running errands for patients. Most important, Rush volunteers offer a warm smile that goes a long way in comforting our patients and visitors.

(Top picture), Donald Terry, a five-year clerical volunteer, celebrates with Mary Townsend, a nine-year volunteer, who was recently interviewed on ABC-7 News for her role in Rush's participation in the national Women's Health Initiative project.

(Bottom picture, left to right), David Hulata, a second-year Rush medical student and member of the Rush Community Service Initiative Program (RCSIP). RCSIP, along with RU Caring, received the Volunteer Services Exceptional Support Award. James Kerns, PhD, a professor in the anatomy and cell biology department is a regular presenter for the volunteer services Medical Center tour program. This program hosts Medical Center tours for outside groups and includes presentations from various departments. He's accompanied by his wife, Judy.



RUSH PEOPLE

APPOINTMENTS

Stephen G. Hankamp, MA, MPH, has joined the Department of Obstetrics and Gynecology as departmental administrator. Hankamp has been the director of operations for Rush Behavioral Health since 2000. Before coming to Rush, he was the senior contract administrator for the Department of Managed Care at Northwestern Memorial Hospital.

Alan L. Landay, PhD, has been appointed the chairperson of the Department of Microbiology and Immunology in Rush Medical College. He previously was associate chairperson of the department. Internationally known for his research on HIV pathogenesis, diagnosis and prevention, Landay is a member of numerous scientific review committees and NIH study sections. He came to Rush as an assistant professor in 1983 and was promoted to professor in 1998.

KUDOS

For the past two years, fellows in the integrated allergy/immunology training program have won the American Academy of Pediatrics Section on Allergy and Immunology's Outstanding Pediatric Allergy, Asthma and Immunology Abstract Award. This year, **Gurvinder Deogun, MD**, won the award for her abstract: "Impulse Oscillometry System as a Method of Early Detection of Lower Airway Obstruction in Patients with Allergic Rhinitis." In 2005, **Lisa Sullivan, MD**, won the award for her abstract: "The Role of Direct Observed Therapy (DOT) at School by Non-Medical School Personnel to Improve Outcomes among Asthmatic Children."

Alison Walsh, administrative director, Department of Cardiovascular Thoracic Surgery and Heart Transplantation, participated in the Lung Cancer Alliance Advocacy Conference in Washington, D.C. During the conference, Congress unveiled new legislation that declared lung cancer a major national priority and called for a 50 percent reduction in mortality within nine years. Senators Chuck Hagel (R-NE) and Hillary Clinton (D-NY) and Congressman Clay Shaw (R-FL) were on hand to introduce the legislation. Laurie Fenton, president of the Lung Cancer Alliance, praised Walsh's support, saying, "Alison played

a crucial role in our first-ever advocacy conference. With her support and leadership, we can persuade policymakers in Washington and Springfield to make lung cancer the public health priority it deserves to be." The Lung Cancer Alliance (www.lungcanceralliance.org) is the only national non-profit organization solely dedicated to patient support and advocacy for people living with lung cancer and those at risk for the disease.

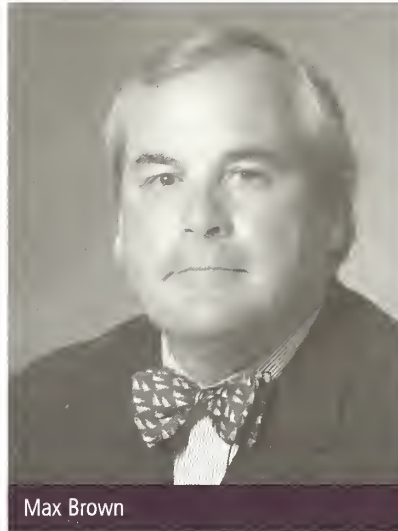
The Illinois Fatherhood Initiative, a not-for-profit corporation dedicated to enhancing the role of fathers in children's lives, selected **Max D. Brown**, vice president and general counsel, as one of its Fathers of the Year for 2006. Among the other fathers to be honored during the June 5 event was Senator Barack Obama (D-IL). Brown was chosen for creating the Rush Mediation Program, which is designed to help patients with serious complaints about their care and to resolve their disputes with the Medical Center or its staff.

Emily Wang, PhD, CCC-SLP, from the Department of Communication Disorders and Sciences, and **Leo Verhagen, MD, PhD**, from the Department of Neurological Sciences, recently received funding from the Michael J. Fox Foundation for Parkinson's Research. The foundation awarded \$3.7 million to fund seven clinical studies as part of its 2006 Clinical Discovery Program. Wang and Verhagen will test a device that uses altered auditory feedback to treat speech problems, which are common in people with Parkinson's disease.

Each week, faculty, staff and students in the Department of Religion, Health and Human Values identify "Heroes of the Heart," employees whose interactions with patients, families and colleagues are particularly compassionate and caring. Heroes can be persons with whom the chaplain nominator interacts daily or someone with whom a chaplain has a one-time encounter. Rush honors these heroes, with their supervisors, at a quarterly breakfast celebrating their contributions to the Medical Center. Heroes honored during the winter quarter included **Lisa Agostino, RN**, **Mary Ellen Close, RN**, **Laura Coffey, RN**, **Oliver D'Silva, MD**, **Therese Ertman, RN, MS**, **Maureen Finigan, RN**,

Lindsay Goldstein, RN, **Mary Gustafson, RN**, **Beverly Hancock, RN, MS**, **Angela Hurley, RN**, **Omar Lateef, DO**, **Michelle Lawton, LSW**, **Julie Lopez, RN**, **Renee Luvich, RN**, **Katie McEwen, RN**, **Mary Jo McHugh, RN**, **Marsha Mulbarger, RN**, **Judy**

O'Keefe, RN, **Thomas Okrasinski, RN**, **Aloka Patel, MD**, **Kirsten Pelka, RN**, **Paul Severin, MD**, **Dennis Stanford (bus driver)**, **Eve Sullivan, RN**, **Cleo Taylor (unit clerk)**, **John Trufant, EdD**, **Jennifer Vince, RN**, and **Barbara Wizniuk, RN**.

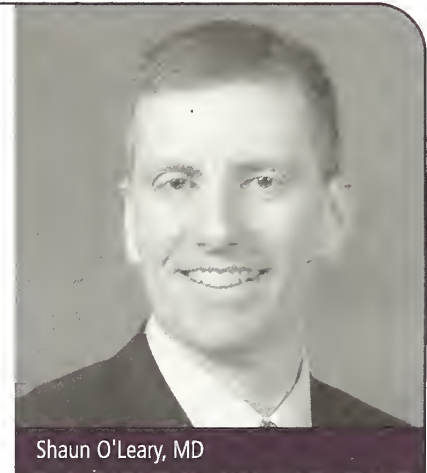


Max Brown



Leo Verhagen, MD

For many years, some of the country's best neurosurgeons practiced at Rush while employed by the Chicago Institute of Neurosurgery and Neuroresearch (CINN). Many of these physicians now have opened a new practice of their own at Rush — University Neurosurgery. The doctors at University Neurosurgery include **Roy Bakay, MD**; **Richard Byrne, MD**; **Harel Deutsch, MD**; **Kelvin Von Roenn, MD**; and **Lorenzo Munoz, MD**. They recently were joined by **Shaun O'Leary, MD**, who came to University Neurosurgery from Evanston Northwestern Healthcare in May. **John O'Toole, MD**, will be joining the practice in August following the completion of a spine surgery fellowship at the University of Chicago.



Shaun O'Leary, MD

University Neurosurgery is located in Suite 970 of the Professional Office Building, (312) 942-6644.

Rush's neurosurgical program already is one of the top-ranked programs of its kind in the country, and these changes are enhancing the Medical Center's ability to provide the very best care for our neurosurgery patients.



(Left to right) Maureen Rigney, Lung Cancer Alliance Program director; Alison Walsh, Lung Cancer Alliance, Illinois State Delegate; and Prem Chawla, Lung Cancer Alliance, Illinois State Delegate.

SOX DOCS

Chicago White Sox lead team physician Charles A. Bush-Joseph, MD, an orthopedic surgeon and sports medicine specialist, and the team's primary internal medicine physician, Kathy Weber, an internist and sports medicine specialist, display the World Series Championship Rings they received from Sox head trainer Herm Schneider in a May 5 ceremony. Fourteen other team physicians and medical personnel also received championship watches during the event. All of the recipients are members of the practice group Midwest Orthopaedics at Rush.

Rush University Medical Center is the preferred hospital of the Chicago White Sox and home to their medical team, which works with Schneider to keep Sox players in top condition and treat their injuries.



LUCKY PATIENTS RECEIVE SPECIAL VISIT FROM WHITE SOX

For the second straight year, the Chicago White Sox and U.S. Cellular Field donated 1,000 baby blankets and 2,000 White Sox game tickets to new moms at Rush University Medical Center, the team's preferred hospital. On April 21, Sox third baseman Joe Crede (left), along with pitcher Jon Garland (far right), handed out a special Sox baby blanket and White Sox tickets to new parents Tom and Patty Nolan, with their daughter Kate.



KNOW YOUR RISK FOR COLON CANCER: TAKE QUICK ONLINE QUIZ

Are you at risk for colon cancer? A free online educational tool is now available at www.RushHealthAssociates.com to help you determine if you are at risk for colorectal cancer. The interactive tool, which was developed by gastroenterologists at Rush University Medical Center and Rush Health Associates, includes a brief questionnaire about health history and assesses each individual's need for further evaluation.

Although colorectal cancer is considered highly preventable by health experts, it is the second leading cause of cancer-related deaths in the United States for both men and women combined. In the United States, the American Cancer Society (ACS) estimates 55,170 people will die this year of a disease that can often be stopped if caught

early. Awareness of the disease, family history and regular screenings can help prevent the disease, or detect the disease when treatment is most effective.

"Many people don't consider themselves at risk for this disease," says Ece Mutlu, MD, a gastroenterologist at Rush who helped develop the online education tool. "The truth is that everyone is at risk; some groups are just at a higher risk." These higher risk groups include: men and women 50 years of age and older; anyone with a family history of colorectal cancer; anyone who has had precancerous polyps; anyone who uses tobacco, drinks alcohol to excess, is obese or leads a sedentary life; and anyone with a personal history of inflammatory bowel disease, such as Crohn's disease and ulcerative colitis.

Rush Health Associates

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 - Screening Methods
 - Colon Cancer FAQs
 - About This Survey
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- Employer Relations
- Insurance Plans
- Contact Us

Member Login
Email [Login Help](#)
Password
Not a registered user?
[Become a member...](#)

Colon Cancer Screening

Does diet and exercise make a difference?
Your eating and exercise habits can help lower your risk for colon cancer.

Do you eat meat (beef, pork or lamb)?

☐ Less than 1 serving per week ☐ 1-5 servings per week ☐ More than 5 servings per week

Do you exercise regularly?

☐ Never ☐ 1-4 days a week ☐ 5 or more days a week

How many minutes do you usually exercise?

☐ Less than 30 ☐ 30 or more

Questions? [View FAQ's](#)

[Continue to Page 2 of 4](#)

"The single most important thing you can do in the fight against colorectal cancer is to begin screening at the appropriate age," says Marc Brand, MD, surgical director of the Sandra Rosenberg Registry for Hereditary and Familial Colon Cancer at Rush University Medical Center. "This online screening survey can be the first step in protecting colorectal health."

For more information or to take the quiz, please visit www.RushHealthAssociates.com.

For more information about colon cancer risk, please contact Mary Kraus, program manager, Program for Abdominal and Pelvic Health, at (312) 942-7274, or at mary_p_kraus@rush.edu.

Clinical NEWS

Rush Doctors Help Develop Knee Implants Specifically for Women

Orthopedic surgeons at Rush Aaron G. Rosenberg, MD, and Richard A. Berger, MD, are among a nationwide group of surgeons who developed the first knee replacement designed specifically to fit women's anatomy. The U.S. Food and Drug Administration recently approved the widespread use of the knee replacement.

The implant addresses the major anatomical differences between women's and men's knees by being narrower and thinner in shape and providing for more natural motion of the knee over the end of the femur (thigh bone).

"A woman's knee is not simply a smaller version of a man's knee. There are differences involving the bones, ligaments and tendons in the joints," Rosenberg explains. "Therefore, it makes perfect sense to design knee implants with women in mind, particularly since women are by far the majority of the knee replacement patient population."

Nearly two-thirds of the more than 400,000 annual knee replacement patients are women, according to the National Center for Health Statistics, and the numbers continue to increase each year.

Knee replacements become necessary when arthritis, injury, and/or infection cause knee cartilage to deteriorate and the bones of the knee grind against each other, producing severe pain. During knee replacement, the damaged bone is removed and replaced with implants.

"We want to meet women's unique needs by making knee replacements that feel, fit and function even better for them," Rosenberg says.

"Now that we have a knee shaped to fit women's anatomy, we expect far more women will want to consider knee replacement."



Aaron G. Rosenberg, MD

Trying to Grow New Heart Muscle in Heart Attack Patients

Heart attack survivors often are left with damaged heart muscle tissue, which limits the heart's ability to pump blood and leads to heart failure. A new study being conducted at Rush seeks to reverse this damage by using transplanted stem cells from the bone marrow of healthy adult donors to regenerate heart muscle cells.

Gary Schaer, MD, head of the Rush Cardiac Catheterization Laboratory, is the study's principal investigator at the Medical Center. Rush is one of 15 sites participating in this study nationwide, and the only one in Illinois.

The mesenchymal stem cells (MSC) found in adult bone marrow have the potential to develop into different types of cells, including mature heart cells. Research has shown that MSCs follow inflammatory signals and migrate to injury sites within the body, where they aid in repair.

The stem cells used in the study are being obtained from healthy adult donors and are not derived from a fetus, embryo or animal.

Want to keep up with Rush's latest news? Go to the Rush Web site at <http://www.rush.edu/> and choose "Rush News Room."

FINDING SIMPLE WAYS TO SAVE FOR RETIREMENT

Knowing you can reach your retirement goals. That is retirement readiness. Find out new ways to save by meeting with a Fidelity retirement counselor. At this meeting you'll:

- Uncover new savings techniques
- See how easy it is to jump-start your savings
- Build a plan for saving enough today, and more tomorrow



Please join Fidelity Investments on:

Monday & Tuesday

July 17 & 18

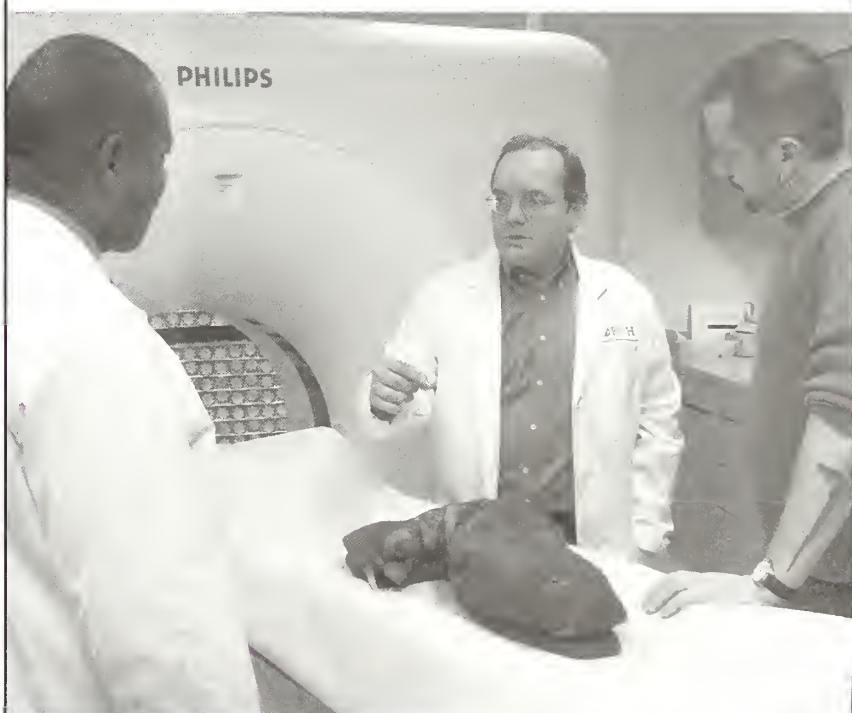
One-on-one sessions available between 8 a.m. and 5 p.m.

Location: 541 Gunn Room
Searle Conference Center

To schedule your confidential consultation, call (800) 642-7131, Monday through Friday, 7 a.m. to 11 p.m., or visit www.fidelity.com/atwork/reservations.

RUSH AND FIELD MUSEUM COLLABORATE TO PRESERVE HISTORY

John Hibbeln, MD, associate professor of Diagnostic Radiology and Nuclear Medicine (center), discusses the CT scanning process with William Pestle (right) from the Field Museum and Ed Jones, RT, CT (left), CT manager for Outpatient Radiology. On March 13, the Field Museum brought several specimens, including this gazelle mummy from the late first millennium BC, to Rush for CT scanning to help with ongoing research and conservation efforts. This particular specimen was selected for CT scanning because earlier images revealed the presence of a tool in the animal's stomach, apparently left over from the time of its mummification.



Rush University Medical Center offers an ongoing series of free community events led by Rush experts. Registration is requested for most events. To register, please call the Rush physician referral service at ext. 2-5555 or, (888) 352-7874.

STAYING IN MOTION: HIP AND KNEE REPLACEMENTS

Wednesday, July 12, 10:30 a.m. to noon

Searle Conference Center, 5th floor of the Professional Building

Do you have questions about hip and knee replacement surgery? Learn about the medical technology behind these surgeries, including minimally invasive approaches pioneered by orthopedic surgeons at Rush. Get information about the types of rehabilitation therapy that can aid the recovery process.

HEARTS, HEALTH AND HEAT: SUMMER SAFETY CONCERNS

Wednesday, July 26, 1:30 to 3 p.m.

Searle Conference Center, 5th floor of the Professional Building

Learn how to make the most of the summer while also being aware of the special health concerns related to this season, including heat sensitivity, proper hydration, food safety and bug bites. Experts will give you the information necessary to enjoy a safe and healthy summer.

SUMMER BLOOD DRIVE

Wednesday, July 12, 9 a.m. to 3 p.m.

2nd Floor Armour Academic Center, Cafeteria South Dining Room

For an appointment please log onto www.givebloodgivelife.org use zip code 60612. Or call 1-800-GIVELIFE and press 5.

All presenting donors will be entered into a drawing to win a \$25 gas card, tickets to the September 7 White Sox game, autographed White Sox Memorabilia, and a chance to be on field for the September 7 White Sox game.

EPIC IMPLEMENTATION OPEN HOUSE

Tuesday, July 18 at the following times: 6 to 9 a.m., 11 a.m. to 2 p.m. or 4 to 7 p.m.

Atrium 4th floor, outside of Au bon Pain

Employees, mark your calendar to stop by the Epic Open House. Meet some of the core team members involved in developing Epic, view the applications going live in 2007, ask questions and read information regarding the implementation. There will be raffle items and surprises as well. See you there!

RUSH EDUCATION FAIR

Tuesday, July 25, 10 a.m. to 3 p.m.

Armour Academic Center room 994

- Hoping to further your education?
- Need to complete your GED?
- Want to pursue a degree program — Associates, Bachelors or Masters degree?

If you answered "yes" to any of these questions, please come to the Education Fair to learn more about available programs. No Registration Needed!

And, obtain information on financing an education through LEAP, loans, and grants. Event sponsored by Employee and Organizational Development.

TIPS TO HELP KIDS STAY HEALTHY THIS SUMMER

Your kids don't have to join a gym, go to summer camp or play organized sports to stay active and physically fit during the summer months. Follow these tips to get your kids moving this summer:



- Set limits for television and computer use.
- Plan family activities that involve exercise — a trip to the zoo, a hike, a day at the beach or a visit to a park or playground.
- Organize active games that your kids will enjoy — play tag, catch or hopscotch; jump rope; or ride a bike.
- Take advantage of the extra daylight in the evenings and go for a walk after dinner.
- When visiting the shopping mall, park far away from the entrance.
- Assign active chores to your children — making beds, washing the car, gardening or vacuuming.
- Let your kids run through the sprinkler.
- When out, take the stairs instead of the elevator or escalator.
- Be a role model for your kids — don't expect them to be active if you're not.

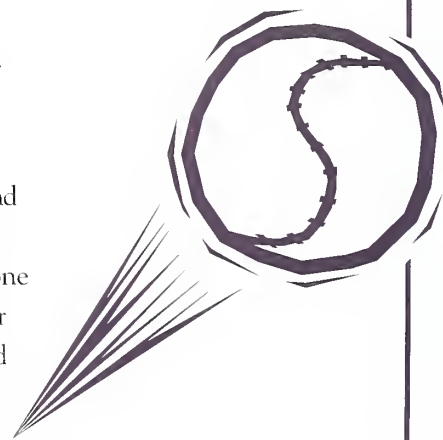
TAKE YOURSELF OUT TO THE BALLGAME!

Are you ready for some fun? The sound of the crack of a bat as a home run lands in the stands? Popcorn, hot dogs, and maybe a refreshing beverage or two? Baseball season is here, and you don't want to miss out on the last White Sox discount day for Rush employees. Come see our world champion Chicago White Sox play for half-price.

Wednesday, August 30, 7:05 p.m.

Sox vs. Tampa Bay

Coupons are available on the second floor of Human Resources, 729 S. Paulina. All coupons are good for one ticket as the listed half price: Upper Box seats are \$9 (regularly \$18) and Upper Deck Reserved seats are \$7 (regularly \$14). Coupons exclude all premium seating, and game times and prices are subject to change.



NEWSROUNDS

September 2006
Volume 45, Number 3

RUSH University Medical Center



SIMPLY THE BEST: RUSH RECEIVES MAGNET AGAIN

Once again, the Rush nursing staff proved it has what it takes to provide the very best patient care. On June 14, Rush was notified that the Medical Center had been named a Magnet hospital for the second time in a row. The Magnet Recognition Program first awarded Rush for its overall excellence in 2002.

"Every day our nursing staff demonstrates excellence in patient care with their expertise, compassion and dedication," says Jane Llewellyn, DNSc, RN, vice president, Clinical Nursing Affairs. "Magnet status gives patients another reason to choose Rush by showing them they can rely on our nursing staff for the high level of care they need."

Only a fraction of hospitals nationwide have received this honor, a four-year designation and the highest in nursing. Fewer than 50 hospitals in the United States have received Magnet designation twice.

"Receiving Magnet designation again is a testament that our nursing staff continues to provide the very best care to our patients," says Larry Goodman, MD, Rush president and CEO. "On behalf of everyone at the Medical Center, we congratulate the nursing staff on this tremendous achievement and thank them for the hard work they've done to earn it."

The American Nurses Credentialing Center (ANCC) awards Magnet designation to medical centers that provide the best nursing care. Rush was the



Beverly Hancock, MS, RN, education/quality coordinator, Department of Nursing Systems, Magnet project coordinator (left), and Jane Llewellyn, DNSc, RN, vice president, Clinical Nursing Affairs (right), share a congratulatory handshake as they learn that Rush has been named a Magnet hospital for the second time in a row. Betsy Durso, BSN, RN, PNS president, senior clinical nurse, 7S Atrium (left), and Joyce Eberhardt, program assistant in Nursing Systems (right), look on in excitement.

first hospital in Illinois serving adults and children to achieve Magnet status. It's also the only hospital in the state caring for adults and children to receive the designation for a second time. In all, a little more than 200 hospitals out of approximately 5,000 around the country, roughly 4 percent of all hospitals nationwide, have received Magnet designation since the program began in 1993. (The ANCC is an independently governed organization within the American Nurses Association.)

"This is the best nursing staff in the world," Llewellyn says. "Receiving this honor will help us to continue to live our Rush values. This one in particular is all about excellence."

Llewellyn is right on the mark when describing excellence as a

key factor for the Magnet designation.

For patients, the benefits of choosing a Magnet hospital are many. According to the ANCC, Magnet hospitals consistently outperform non-Magnet organizations, with higher patient satisfaction scores and lower mortality rates. Plus, Magnet hospitals have a reputation for fostering innovation and promoting collaboration — key ingredients in providing the very best patient care. In addition, research shows that nurses at Magnet hospitals spend more time with their patients and report a higher level of job satisfaction.

Not only does Magnet designation translate to better patient care, it



IN THIS ISSUE

Rush Again Ranks Among
Country's Top Hospitals

Rush Transformation Celebration

HERB FAMILY MAKES \$20 MILLION DONATION TO RUSH

Record Contribution From
Grateful Patients Will Support
Rush Transformation

Rush Trustee Marvin Herb and his family have been very impressed with the care they've received at Rush University Medical Center over the years, and with the caregivers at Rush who have helped them.

"What makes Rush outstanding is the people," Herb says. "The doctors and nurses are great, as are the technicians and the rest of the staff."

The Herb family showed their great appreciation and respect for Rush's excellence in patient care by making a \$20 million donation to the Medical Center that was announced in mid-June.

The gift will support the Rush Transformation, which will build new facilities, renovate existing buildings and implement new information technology to empower Rush to provide the very best care for our patients.

"Now is the time to create hospital facilities that match the quality of Rush's staff. It will be a first-class facility in every way," Herb says.

The Herb family's donation is the second \$20 million gift the Medical Center has received in support of the Rush Transformation in the past year. Trustee John Boler and his wife Mary Jo made an equal contribution last summer. The Boler's gift will fund a new advanced medical imaging center in the new hospital and ambulatory care facilities that will be built as part of the Rush Transformation. The Herb and Boler donations are the two largest gifts in Rush's 169-year history.

MAGNET AWARD

continued from page 1

also translates to better recognition for the hospital. In *U.S. News & World Report's* annual ranking of "America's Best Hospitals," those hospitals with the Magnet honor scored among the highest in almost every category. This ranking looks at more than 5,000 hospitals in 16 specialties, ranging from cardiology and cancer to orthopedics and urology.

The concept of a Magnet hospital was developed in the early 1980s and refers to institutions that attract and retain highly skilled nurses who provide excellence in nursing services. Especially at a time when there is a concern about nursing shortages and patient errors, the Magnet designation shows patients they can rely on Rush's nursing staff to provide them with the high level of care they need.

Applying for Magnet: The Collaborative Process

Becoming a Magnet hospital for the second time in a row was a time-consuming and intricate process, and it was only made possible thanks to a dedicated group of Rush employees. In fact, it's a process that never really ends, according to Beverly Hancock, MS, RN, MS, education/quality coordinator, Department of Nursing Systems, Magnet project coordinator. Since receiving this honor for the first time in 2002, Llewellyn, Hancock and the rest of the nursing staff have worked tirelessly to maintain that Magnet status. "This is part of our daily job," Hancock says. "This isn't

just an award for us. We want to have a Magnet culture throughout the entire organization."

Hancock headed the 10-member committee that prepared the 2,500-page application for Magnet designation and accommodated the site visit. Representatives from each of the nursing units, known as the Magnet Force, also contributed to the process, which began more than a year ago. In addition to Hancock, the committee members included: Patti Altman, RN, unit director, Department of Emergency Medicine; Mary Beth Busbey, RN, senior clinical nurse, Gerontological Nursing; Liz Casseday, RN, clinical nurse coordinator, Women's and Children's Nursing; Betsy Durso, BSN, RN, senior clinical nurse, president, Professional Nursing Staff; Eileen Dwyer, RN, MSN, Office of Transformation; Grace Villanueva, CFNP, ND, advanced practice nurse, Endocrinology; Bette Burton, RN, Information Services; Jessica Walker, RN, Endoscopy, Interventional Nursing; and Jeannie Dixon, RN, acting unit director, Psychiatric Nursing.

The committee had their work cut out for them. In the fall of 2004, the ANCC revised all Magnet criteria, which prompted the committee to go through the new criteria and determine if Rush met each of the new standards. This was no easy task, since there was a total of 165 criteria divided into 14 sections. The committee had to describe how Rush meets each area and what nursing practices Rush has in place, providing specific examples. The goal was to show how the Magnet ideal runs throughout Rush, which is why



Jane Llewellyn, DNSc, RN, vice president, Clinical Nursing Affairs, announces the good news via the hospital-wide overhead announcement system.



Rush employees enjoy a picnic lunch during the Aug. 1 Magnet celebration.

every unit in the Medical Center was represented at least once.

The Magnet Force — or communicators of excellence as Hancock calls them — were responsible for informing people in their respective areas about how the process was going. Hancock and the committee also would send the Magnet Force questions, asking for specific patient examples that reflected the Magnet criteria. Once all the information was gathered, the committee then went through it to find the best examples. They also looked for specific areas that needed improvement within the Medical Center.

The Magnet review process evaluated Rush's nursing standards with regard to improving the quality of patient care; providing for patient safety; improving patient satisfac-

tion; advancing the professional development of the nursing staff; and improving the work environment in terms of reducing turnover. The review also considered patient complaints and Rush's standing with professional regulatory organizations.

The Magnet appraisal team interviewed more than 350 members of Rush staff and visited 37 locations, including all the nursing units, during a site visit held from April 3 to 6.

Being named a Magnet hospital demonstrates excellence at Rush to patients and staff, and it will set a standard for us to match in the coming years. "We've raised the bar for ourselves," Hancock says. "And it's come from all over the Medical Center." •

NEWSROUNDS

September 2006

Have a news item or story idea for *NewsRounds*? Contact the editor at:
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Every quarter, Rush employees are recognized for going above and beyond the call of duty for patients, families, visitors and co-workers. These employees are shining examples of the Rush ICARE values (innovation, collaboration, accountability, respect and excellence). Here are the winners of Rush's awards for the first quarter of fiscal year 2007.

Employee of the Quarter

Latasha Blake, a patient care technician in gerontological rehabilitation nursing, displays care and respect daily in her work with disabled elderly patients. She establishes an emotional connection with them with her soft, reassuring voice and kind, considerate nature. "I try to put myself in the patient's shoes," Blake says. She pays particular attention to patients' special medical and spiritual needs, gathering information about their need for spiritual support and counseling. Her efforts have played a key role in improved patient satisfaction scores. "She makes a difference in our patients' lives on a daily basis through her compassionate, caring and respectful collaboration," says unit director Marge Waszkiewicz.

Manager of the Quarter

Steve Bild, chief technologist and clinical manager in neurology, exemplifies the Rush ICARE values daily. He fosters innovation by encouraging his staff to think of new ideas in their work; and he shows respect for everyone on his staff. He champions excellence by encouraging his staff to earn their board registration and by keeping up with the latest advancements in neurology himself. Above all, "he always puts patients' needs first," says Karen Boone, office manager in the EEG lab.

Team of the Quarter

Rush's lactation support team is the only support group in the world with mothers serving as breastfeeding peer counselors. The 10-member team provides direct care to about 800 mothers and their infant children each year and makes follow-up outpatient visits to low-income women and their Special

Care Nursery infants. Team members also conduct research — they have 32 published studies — and help educate students and health care providers at Rush and around the world. Through their efforts, they improve breastfeeding rates for women with at-risk children, particularly minority and low-income patients, helping mothers keep their babies healthy and naturally well nourished.

Patient Satisfaction "Stars"

When something in a hospital is referred to as contagious, it's usually a bad thing. Not so in the case of patient care technician James Sims, whose pleasant attitude infects everyone he helps. "He can't help being happy," says one patient. Sims' upbeat personality earned him the most compliments from patients in the last quarter, and that makes him a star here at Rush.

Carol Stege Award Winner for Engineering

Allan Sauter, a Rush engineering employee since 1988, was the recipient of the Carol Stege Award. During his 18 years at Rush he has always given his enthusiastic efforts to the various areas of engineering.

Carol Stege Award Winner for Environmental Services

Charlotte Johnson and Harold Johnson of environmental services received the Carol Stege Award for outstanding work performance in the Medical Center environment. These two truly embrace the ICARE values by going above and beyond their duties. •

To nominate someone for a quarterly award, call Pat Love at ext. 2-5918.



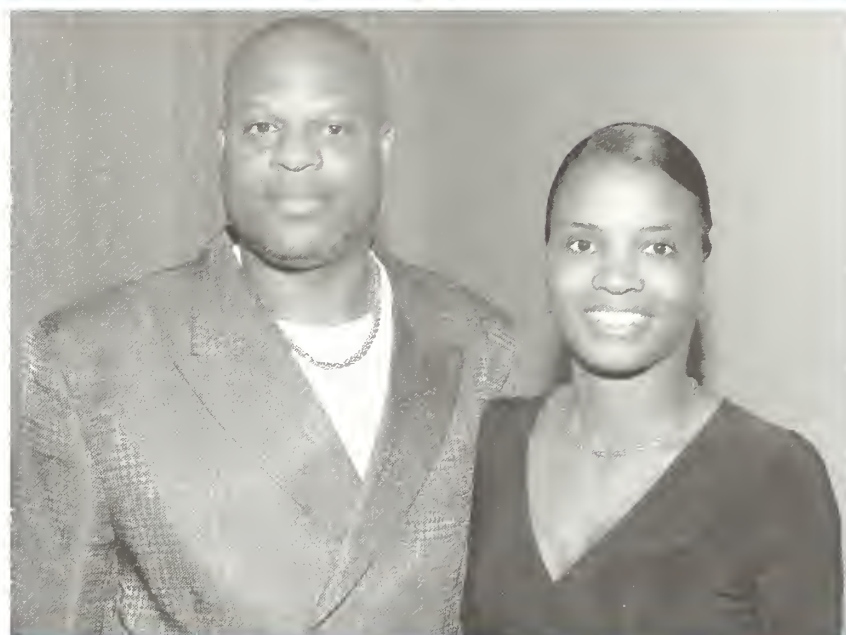
James Sims



Steve Bild



Allan Sauter



Harold Johnson and Charlotte Johnson



The Lactation Support Team: (Standing, left to right) Emily White, RN, BSN; Janet Engstrom, RN, CNM, PhD; and Pamela Napier, breastfeeding peer counselor, administrative assistant for the Mother's Milk Club. (Seated, left to right) Fabiola Loera, certified lactation educator and breastfeeding peer counselor; Paula Meier, RN, DNSc; and Jameca Benjamin, certified lactation educator and breastfeeding peer counselor. Not pictured: Anne McPherson, RN, MS; Judy Motykowski, RN, BSN; and Joyce Zuleger, RN, BSN.

HERB FAMILY GIFT continued from page 1

"The Herb family gift is a truly historic and remarkable commitment to Rush," says Larry J. Goodman, MD, Rush president and CEO. "Their generosity will be forever remembered and appreciated not only by Rush, but also by future generations of patients who will benefit from the care provided by our staff in our new facilities."

The Herb family's gift will be used to fund new facilities that are part of the Rush Transformation, which over the next seven years will reorient the Medical Center's facilities and campus around our patients. The Rush Transformation will include the construction of a new hospital with a state-of-the-art emergency services facility and a new ambulatory care facility devoted to orthopedics, and the renovation of the Atrium, Kellogg and Professional Office buildings. The Rush Transformation also will implement the Medical Center's new Epic information technology system, which allows for more efficient registration and scheduling and real-time, coordinated patient record access throughout the Medical Center.

"Rush has a vision for health care that combines compassionate, skilled doctors and other caregivers with excellent facilities and innovative technology, all designed around patients and their families," says Herb. "Medicine is changing, and Rush has a plan that will take advantage of what is new and what is around the corner in clinical care, research and medical education."

The \$20 million gift is from the Herb family, which includes Marvin's wife, Judy, their two sons, Jon and Tom, and Tom's wife, Wendy. Marvin Herb is chairman of Herbc, LLC. Until 2001, he was the owner, chairman and CEO of the Coca-Cola Bottling Company of

Chicago, the largest independent Coca-Cola bottler in the country.

Marvin Herb has been an active member of Rush's board of trustees since 1996. "Since then, it's been a love affair," he says. He serves on the board's facilities committee, the Rush University board of overseers and the leadership committee for the Rush Heart and Vascular Institute. Both Marvin and Judy have been patients at Rush, as have other family members.

The Herb family donation will recognize two Rush physicians, internist Joseph J. Hennessy, MD, Herb's primary care physician, and cardiologist Clifford J. Kavinsky, MD. The Herb Family-Joseph J. Hennessy, MD, Endowed Scholarships will be established in Rush Medical College and awarded to students with a demonstrated interest in practicing primary care medicine. One of the new cardiac catheterization laboratories in the new facilities supported by the gift will be named the Herb Family-Clifford J. Kavinsky, MD, Cardiac Catheterization Laboratory, in recognition of the outstanding care provided by Dr. Kavinsky.

"Dr. Hennessy epitomizes what Rush stands for," Marvin Herb says. "He's got a great bedside manner. He's just a terrific doctor. The same thing is true for Dr. Kavinsky. Again, he's a terrific doctor. He gives you all the time necessary, and he's got a great way of dealing with an individual in terms of medical need. So when we were planning this gift, we thought it would be great to recognize a couple of the doctors who've been with the family for a while."

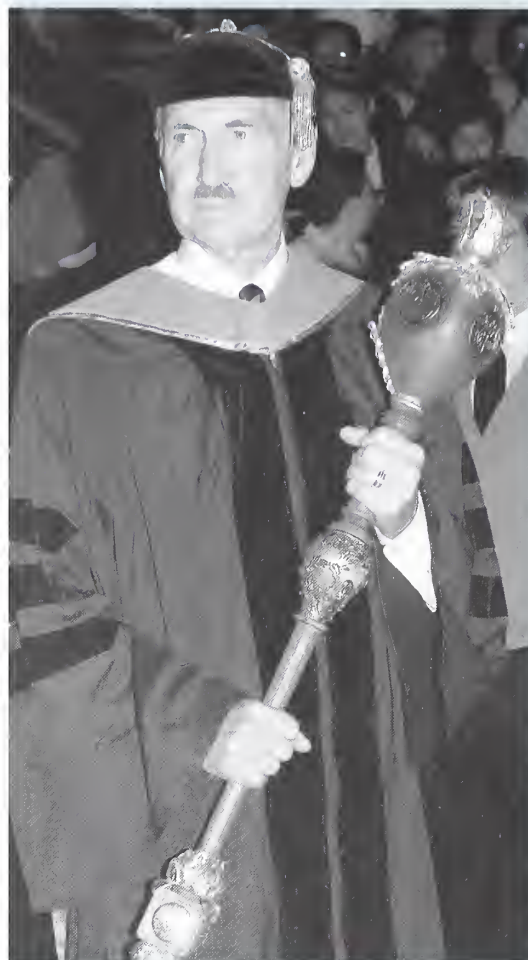
"The fact that Marvin and Judy Herb are patients makes this magnificent gift especially meaningful," Goodman says. "I am very proud to know that our doctors, nurses and staff provide the

kind of care that inspires this kind of loyalty and dedication among our patients. I congratulate everyone at Rush for their part in making this gift possible." •

(Seated) Marvin and Judy Herb. (Standing, left to right) Jon Herb and Wendy and Tom Herb.



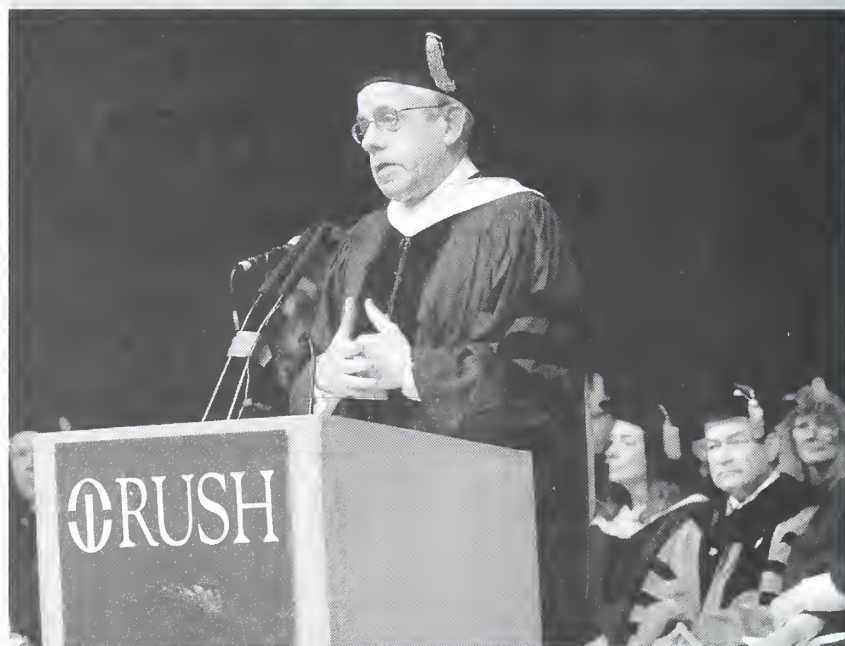
COMMENCEMENT CELEBRATION



Left: John E. Trufant, EdD, associate provost and vice president for academic resources and dean of the College of Health Sciences, pauses during his last Rush commencement ceremony as an active faculty member. Trufant retired at the end of June.

Middle: Commencement speaker David C. Leach, MD, executive director of the Accreditation Council for Graduate Medical Education, addresses Rush University Medical Center's class of 2006.

Bottom: Graduates obviously approve of their commencement speaker.



RUSH AGAIN RANKS AMONG COUNTRY'S TOP HOSPITALS

U.S. News & World Report's "America's Best Hospitals" issue hit newsstands in July, and once again, Rush University Medical Center proved to be among the best in the country. The magazine ranked 10 Rush programs among the best nationwide, and only one other medical center in Illinois ranked in more categories than Rush. By comparison, only 176 out of 5,189 hospitals scored high enough this year to rank in even a single specialty.

U.S. News & World Report lists the country's top 50 hospitals in each of 16 medical care specialties. Eleven of the specialties are ranked according to a combination of a national reputation survey of specialist physicians, patient mortality rates and an assessment of care-related factors such as nurse-to-patient ratios, while five specialties are ranked according to reputation alone.

"Rush continues to do great work in our various programs, and these rankings are representative of the quality of care we provide throughout the Medical Center," says Larry Goodman, MD, Rush president and CEO. "They are a testament to the hard work of each and every employee at Rush.

"We continue to achieve higher standards in the quality of care we provide our patients, as evidenced not only by this annual listing but also by our

redesignation as a Magnet hospital, and by our being named a top-five hospital in quality and tying for number one in equity of care by the University HealthSystems Consortium (UHC)."

UHC is an alliance of 92 academic health centers across the country, offering members specific programs and services to improve clinical and operational performance. Equity of care refers to the fact that at Rush, there's no disparity in the quality of care and safety results based on race, gender and socioeconomic status of patients.

U.S. News & World Report ranked Rush higher nationally than any other hospital in Illinois in orthopedics (#6), neurology and neurosurgery (#12) and kidney disease (#21). The other Rush programs ranked among the best nationally are as follows:

- Endocrinology, #21
- Pulmonary (respiratory disorders), #23
- Urology, #25
- Heart and heart surgery, #29
- Gastroenterology (digestive diseases), #30
- Cancer, #35
- Gynecology, #40

U.S. News & World Report removed the geriatrics category from its list this year on the grounds that the field is focused more on primary care than specialty care treatment. Last year, the magazine ranked Rush 14th in the nation for geriatrics, and Rush continues to provide the best geriatric care in the city of Chicago.

According to *U.S. News & World Report*, the purpose of "America's Best Hospitals" is to "identify centers that take on and excel at tough procedures and conditions — rare cancers, worsening heart failure, seeming untreatable leg artery blockages. That is why most of the institutions ranked are referral centers, where the sickest patients are sent for advanced care. Such hospitals follow — and often pioneer — new treatment guidelines."

This description is true of Rush, where we are researching and implementing such leading treatments as the first replacement knee implant designed for women and bone marrow stem cell transplant treatment for heart attack patients.

"At Rush, we are practicing the core values of innovation, collaboration, accountability, respect and excellence every day to provide the best care for patients with the most difficult conditions," says Goodman. "On behalf of

all the people we serve, I'd like to congratulate and thank everyone on our staff for their dedication to Rush and the work that they do." •

Rush's Nationally Ranked Programs

In 2002, Rush was ranked nationally in six categories by *U.S. News & World Report*. This year, the following 10 Rush specialty areas were ranked among the 50 best in the country:

- Orthopedics, #6
- Neurology and Neurosurgery, #12
- Kidney disease, #21
- Endocrinology, #21
- Pulmonary (respiratory disorders), #23
- Urology, #25
- Heart and heart surgery, #29
- Gastroenterology (digestive diseases), #30
- Cancer, #35
- Gynecology, #40

INTRODUCING THE RUSH TRANSFORMATION CENTER

Since the Atrium Building opened in 1982, the building's fourth floor has always taken center stage. Now the first floor also will become a focal point with the opening of the Rush Transformation Center. Designed for function as well as form, this renovated area serves two purposes: It provides much needed conference room space, and at the same time, it informs staff, patients and visitors about the Rush Transformation through interactive exhibits.

The Rush Transformation is a comprehensive, seven-year redevelopment of the Rush campus that will build new facilities, renovate existing buildings and implement new information technology in order to provide the very best care for our patients.

The Rush core values of collaboration and partnership that are at the heart of the Rush Transformation are evident in the center. To provide the conference room space needed for

the hundreds of user group meetings it facilitates, the Office of Transformation renovated this street level entrance into a state-of-the-art showcase.

Rather than develop a traditional conference room center, the area was designed to be more open, with space to display floor plans and renderings informally and give visitors the sense that they are touring an architect's studio.

To further involve visitors in the evolving campus transformation, two oversized display cases were added to the first floor area. One contains a model of the Rush campus as it will look in 2012, which was on display in the tent at the June Rush employee transformation celebration. The second case holds a model of the campus as it stands in relation to the rest of the Illinois Medical District and the West Side.

The center features a gallery of more than a dozen eight-foot-high maple



The new Rush Transformation Center is located on the first floor of the Atrium.

panels acting as an entryway to the area. These panels feature the faces of Rush staff members and provide an overview of Rush University Medical Center. Additional panels will be added that will take a closer look at the Medical Center, both past and present, including timely information about the Epic project and ongoing construction plans.

Most exciting of all is that the Rush Transformation Center, like the Rush Transformation, is a work in progress that will grow along with the campus. It will be a meeting place for employees, community groups and donors, and a space Rush can be proud of as we reinvent the Medical Center and transform the landscape of medicine in Chicago and beyond. •

RUSH TRANSFORMATION

The Medical Center celebrated the beginning of the Rush Transformation with special events in mid-June, including parties for faculty, staff and donors. At the employee event on June 14, thousands of Rush employees got to enjoy a delicious meal and spend time visiting with their colleagues while also learning about the Medical Center's plans to build new facilities and implement new technology with Epic in order to provide the best care for our patients. A spirit of community and enthusiasm filled both events.

Thanks to everyone who attended these events. Special thanks to the departments of Environmental Services, Food and Nutrition, Human Resources, Marketing Communications, Philanthropy and the Office of Transformation for all their hard work to make these events such a big success.



Rush staff members eat lunch and listen to a presentation about the Rush Transformation.



Rush faculty members view a model of the future Medical Center campus, including the new hospital (right corner). Left to right: Diane Meyer, PhD, chair, Section of Communication Disorders and Sciences; Sheila Dugan, MD, University Physical Medicine and Rehabilitation; Jacques Abramowicz, MD, director, obstetric and gynecological ultrasound; Janine Gauthier, PhD, director of psychosocial oncology; Debra E. Weese-Mayer, MD, director, Section of Respiratory Medicine; and Howard Strassner, MD, chair, Department of Obstetrics and Gynecology.



(Left to right), Phil Adrian, Pat Day and Benita Hawkins, Library of Rush University, check out the dessert table.



Rush President and CEO Larry Goodman, MD, and Gertha Chism, Rush Health Associates, pick raffle winners.



Alan Landay, PhD, chair, Department of Immunology and Microbiology; Lynda Powell, PhD, director, Section of Epidemiology, acting chairperson of the Department of Preventive Medicine; and James Calvin, MD, director, Section of Cardiology (left to right).

SPECIAL EVENTS



Left to right: Kathy Gast, RN, MSN, and Mary Hellmich, RN, quality improvement, and Charles Mezatis, RN, utilization management.



Left to right: genetics laboratory co-workers Nancy Becker, Shamsa Naqvi and Mary Rauer.



Samala Washington, admitting (left), and Angie Gordon, outpatient radiology (right).



Left to right: John Dombrowski, Theodore Brewer and Bob Morton, information services.

WE CARE – THE RUSH EMPLOYEE EMERGENCY FUND PROGRAM

Employees encounter difficult situations from time to time and may need special help as a result. Employees may need a helping hand to get back on their feet during an unforeseen crisis, whether it is the loss of a loved one or the aftermath of a natural disaster. The Employee Emergency Fund Program gives them that helping hand in the form of a monetary grant.

This fund is available for use by all employees of Rush University Medical Center and provides a onetime monetary grant of up to \$1,000 to assist an employee during a time of crisis. Emergency funds typically are awarded for unexpected medical costs or to help pay the rent, mortgage or utility bills after a personal crisis that has reduced an employee's income. Such a situation can arise from a fire, flood or natural disaster; a family emergency; the death of a loved one; or extended disability

or illness. There is no obligation to repay the grant, although any employees wishing and able to repay their grant (in full or in part) may donate back to the fund. To date, Rush has already received numerous requests regarding the program.

The grant-awarding process is handled with the utmost confidentiality and respect. A three-person panel considers each grant request without knowing the identity of the employee who is requesting assistance. The panel consists of members from the Department of Human Resources, the Employee Assistance Program and the Department of Religion, Health and Human Values. Program funding will come from Rush and individual donations.

For more information on the process or to request an application, please contact Human Resources at ext. 2-5916 or contact the Rush Employee Assistance Program at (800) 292-2780.

YOU CARE – THE RUSH EMPLOYEE COMMUNITY GRANT PROGRAM

In gratitude and appreciation for all the good that our employees do, Rush has created a grant program to support employees' community volunteer activities. Rush will award grants to not-for-profit, human services organizations where our employees volunteer. Grants will not be given in support of political or religious causes.

Rush understands our employees' commitment of volunteer time to human services organizations is more valuable than simply donating money to an organization. When applying for a grant, applicants must keep this emphasis in mind and demonstrate their commitment of time and effort to the organization their grant will support.

The Rush Employee Community Grant program is eligible to any Rush employee who has:

- Been employed with Rush for the last 12 months;
- Not had any disciplinary action in their employee file within the last 12 months; and
- Received a performance appraisal rating of three or higher on their last performance review.

Grants will be awarded based on available funds in amounts ranging from a

minimum of \$50 to a maximum of \$1,000. Grant applications may be submitted at any time during the year. However, there will be a minimum of three grant approval periods during the course of a year. The first grant award session will be in September 2006. The 12- to 15-person grant committee will consist of Rush employees who have been recognized as leaders in the Medical Center, their communities or both, and who have been nominated by their managers.

When applying for a grant, employees must provide the following:

- Proof of the charitable organization's 501(c)(3) (not-for-profit) status;
- Basic information about the charitable organization; and
- A detailed description of the grant's purpose and goals.

Rush Employee Relations will periodically provide information sessions for employees who may be interested in applying for a grant. Additionally, the Employee Relations staff will be happy to discuss grant eligibility details with employees before they complete the application process.

For more information or to request an application, please contact Human Resources at ext. 2-2205.

RUSH COLLABORATING WITH SAINT ANTHONY HOSPITAL TO IMPROVE THEIR DIABETES CARE

Lloyd A. Fry Foundation Awards \$300,855 Grant in Support of Partnership

At Rush, our commitment to excellence includes providing the very best care to our patients and sharing our expertise to benefit our surrounding community. One recent example is Rush's partnership with Saint Anthony Hospital — a 170-bed community hospital on Chicago's West Side — to help the hospital provide better care for patients with diabetes.

"Rush is at the leading edge of providing new and better inpatient diabetes treatment," says David Baldwin, MD, director of the Section of Endocrinology at Rush and leader of the collaboration. "We're very glad that we can take the practices that have greatly improved our patients' health and help Saint Anthony make those practices a routine part of the care they provide, too."

The Lloyd A. Fry Foundation recently awarded Rush a \$300,855 grant in support of this two-year-long project, which began in April. The private, Chicago-based grant-making foundation supports organizations that have demonstrated strength and commitment in addressing persistent problems of urban Chicago, particularly access to health care, academic achievement and jobs for low income individuals.

"Rush already is recognized nationally for its diabetes care. The opportunity to help Rush share its expertise with a very dedicated, local community hospital like Saint Anthony is one we are eager and excited to support," says Unmi Song, executive director of the Lloyd A. Fry Foundation.

"We are making a significantly larger investment in this partnership than we do with most of our grants because of the program's potential to yield significant lessons for other organizations about how to improve inpatient diabetes care for low-income populations."

In 2002 Rush began implementing a hospital-wide series of improvements to inpatient diabetic care, which was based on the latest research in the field. These improvements affected the care of all patients with diabetes, including those patients receiving care for related or additional health condi-

tions. Every area of diabetic care and treatment at Rush was modified, and physicians, nurses and other staff all received education in the new treatment protocols.

The central element of the new protocols was a change from using a sliding scale for insulin therapy (still the standard at most hospitals) to intensive insulin protocols that maintain a normal or near-normal blood sugar level in each patient. Rush nurses also conduct ongoing diabetes education that begins while patients are in the hospital and continues after they are discharged.

The effectiveness of these changes was demonstrated last year when Rush outperformed 35 of 37 participating hospitals in a national comparison of their outcomes in controlling patients' blood sugar levels.

Now Rush will help Saint Anthony Hospital implement these practices so that Saint Anthony may provide the best quality diabetes care to its predominantly Hispanic patient population. Diabetes is the fourth leading cause of death in Mexican Americans, and 30 percent of Mexican Americans have type 2 diabetes.

"Our patients have a much higher incidence of diabetes than the city-wide average, and diabetes is the underlying cause of a large percentage of patients' visits to Saint Anthony," says Kathleen DeVine, president and CEO of Saint Anthony Hospital. "Being able to aggressively manage care for diabetics is crucially important to producing more positive health outcomes for them. Our partnership with Rush gives us greater expertise in the diabetes care we can provide to these patients, and it's very exciting."

"We are very grateful to the Fry Foundation for supporting this initiative, as well as for their past funding of our diabetes outreach programs. They are a crucial partner in Saint Anthony's efforts to address the diabetes crisis in our community."

Baldwin and Grace Villanueva, CFNP, ND, a Rush nurse practitioner and diabetes educator, will lead a team that will also include a diabetes educator and other staff from Saint Anthony Hospital. The team will implement protocols to ensure that care is standardized so all patients

with diabetes are treated according to the same guidelines. The team also will work to improve coordination of patient care with the hospital's outpatient diabetes education program.

"Ultimately, we hope this collaboration will improve the health of Saint Anthony Hospital's patients," Baldwin says. "We also hope that this kind of university hospital-community hospital collaboration will be a model for other partnerships between local medical centers that will address the epidemic of diabetes in the city of Chicago and beyond." •

CELEBRATING NURSING

More than 50 Chicago Public School students and their parents learned about nursing techniques and careers during the recent awards ceremony and reception honoring participants in the Division of Nursing's second annual Celebrating Nursing contest. Fourth to eighth grade students in the nine Chicago Public Schools within a mile of Rush were invited to write essays about nursing to encourage them to learn more about the profession. In all, 45 students submitted essays for the contest.

During the event, nurses taught the students about nursing care and skills, including infection control techniques and how to take a pulse and blood pressure reading. In addition, all of the contestants who attended received certificates of participation and gifts donated by the Chicago Bulls and Chicago White Sox. Winners received framed certificates and additional gifts, including first aid kits donated by the American Red Cross.

Top: Elizabeth Durso, RN, president, Professional Nursing Staff, shows a student and her mother how to put on surgical gloves.

Bottom: Ann Lieb, RN, shows a girl how to take a blood pressure reading as the child's mother and sister watch.



INNOVATION AND COLLABORATION PRODUCE BETTER MEAL SERVICE FOR PATIENTS

Sometimes innovation in health care takes the form of advanced imaging technology or breakthroughs in drug treatments. Sometimes it takes the form of hamburgers cut into squares and soup served in a cup.

It may seem simple, but these innovations are making a big difference for the patients in Rush's geriatric psychiatry unit, which recently implemented a new meal service to increase patient nutrition and satisfaction.

"We totally changed the way we do business on the floor. It is part of our effort to individualize our food and nutrition services to meet the needs of our patients on the different units," says Marcy Stone, assistant director of food service operations, who led the team that developed the new meal service.

In addition to demonstrating innovation at Rush, the joint initiative between the Department of Food and Nutrition Services and the unit's nursing staff also provides an example of Rush's other core values — particularly collaboration — and how they can contribute to our mission to provide the very best care for our patients.

The patients in the geriatric psychiatric unit, located on the eighth floor of the Johnston R. Bowman Health Center, range in age from 49 to 101 and suffer from dementia, clinical depression, or a combination of both illnesses. These mental illnesses make it difficult for them to eat, because the patients become overwhelmed when they see too much food in front of them, and their reduced motor skills can make it difficult for them to feed themselves.

"A full tray of food wasn't meeting their needs. Often it left patients not eating and not wanting to ask for help," says Kristin Gustashaw, MS, RD, LDN, a clinical dietitian in food and nutrition services who works in the geriatric psychiatry unit. As a result, patients weren't

eating enough to sustain themselves, adding to their health problems.

To improve the patient's meal experience, Gustashaw initiated a collaboration that brought together members of the geriatric psychiatry nursing and food and nutrition services staffs, including herself; Stone; Diane Sowa, MBA, RD, LD, assistant director of clinical nutrition services; Cindy Bohac, RD/LDN; Sally Hedrick, RN; and Patrick O'Brien, MS, RN, unit director. The group developed the new meal service during a series of weekly meetings over a period of several months.

"It took a lot of collaboration among the nurses and food service to decide what needed to be done and who would be responsible for each part of the process," Gustashaw says.

Modeled after the pediatric menu, the new meal service emphasizes finger foods that patients can handle easily, such as tater tots, chicken nuggets and fish sticks. Burgers and sandwiches are quartered, fruit is sliced, and soups are served in a cup to make it easier for the patients to feed themselves. "These changes allow the patients to be more independent and free up nurses to attend to other patient needs," Gustashaw observes.

The new approach also reflects an overall trend in how Rush feeds our patients. "Food and nutrition service's current philosophy of patient feeding is to provide a meal experience that gives the patient more control during their stay with us," Sowa says.

Instead of sending the unit full meal trays to geriatric psychiatry, food and nutrition services provides bulk trays of the various foods (a tray each of entrees, soups, fruit, etc.). The unit nurses select and serve food from these trays to create meals customized for each patient's specific nutritional needs, preferences, physical abilities and appetites.



Lisa Shimada, RN, senior nurse (left) and Daphne Tse-Guillen, RN, CNII, (right) prepare morning meals for patients in the geriatric psychiatry unit.

"If they like what they're getting, they certainly will eat more," observes Donna LaFemina, whose mother, Rosalina LaFemina, is a patient in the unit. "When my mother needs to be fed, the nurses know her and know her preferences. They know she's Italian and that she likes pasta, so they give her more pasta. If she finishes a little bowl of something and she's still hungry, they can go back and get more."

Another innovation of the new meal service is a switch from three full meals to five lighter meals a day, beginning with an early continental breakfast, followed by a later full breakfast, lunch, dinner and a heavy nighttime snack. Spreading out meals allows patients to eat when they're hungry rather than according to a schedule that may not suit them.

"Patients can be given items when they want them," O'Brien observes. "It's more patient centered."

Providing this customized meal service for the patients has required extra effort from both food and nutrition services and the geriatric psychiatry nurses, but the departments have enthusiastically embraced the project.

"It is more work for the nurses to set up a customized food tray instead of pulling a full tray out of a cart and setting it in front of the patient," Gustashaw observes. "Even though

all of these steps take a little more time and effort, both of our departments were really excited to make this change for the patients."

"It was a huge undertaking for food and nutrition services," O'Brien adds. "Here they are taking a process they do for the entire hospital and changing it for a small group. We're very grateful for their effort and their willingness to do it."

The new meal service also allows for improved charting of patient food consumption, because serving individual foods rather than a large meal allows nurses to note specifically what the patients ate. The improved charting in turn enables dietitians to assess each patient's food intake and address dietary problems as needed.

Patients reportedly are responding very favorably to the new meal service. "It's been a huge success so far," O'Brien says. "The patients are more independent. They are starting to feed themselves because the food is easier to handle, and they're eating more."

Donna LaFemina says the new meal service is part of a larger series of innovations she has noticed in the geriatric psychiatry unit. "I see a lot of good things happening on that floor," she says. "They're always looking for ways to make things better for the patients. This is a pretty ingenious way to do it." •

RUSH PEOPLE

Richard Peach, PhD, professor of otolaryngology, neurological sciences, and communication disorders and sciences, was recently awarded a Fulbright Scholarship to lecture and conduct research in neurologic communication disorders at The University of Dublin, Trinity College, Ireland.

The Fulbright Scholar Program is the U.S. government's flagship program in international educational exchange, sending 800 scholars and professionals each year to more than 150 countries to lecture and perform research in a wide range of academic and professional fields. Becoming a Fulbright Scholar is a highly detailed process, which involves many steps.

As a visiting professor to Trinity College, Peach will provide advanced lectures in neurologic communication disorders, as well as advise and mentor students regarding their research projects within the School of Clinical Speech and Language Studies. He will also study at the Trinity Institute for Neuroscience in the area of cognitive neuroscience and neurorehabilitation, and at the Centre for Language and Communication Studies. Peach leaves for Ireland on Dec. 31, 2006, and will return in June of 2007.

To begin the Fulbright application process, Peach first identified and contacted colleagues at Trinity College to gauge their interest in hosting him if he were to win the award. The faculty responded enthusiastically, sending Peach an official invitation that described the types of contributions he could make to their department.

This letter prompted Peach to apply for one of three awards open to all disciplines to work in Ireland. Peach's actual application process consisted of a detailed project statement, which covered his proposed teaching activities and credentials for offering them, as well as the research he would undertake; the need for it; and the reasons why it should be conducted in Ireland. The statement also included a detailed explanation of how the experience



Richard Peach, PhD

would contribute to his own professional clinical development.

Supporting documents for the project statement included a bibliography of cited research, current syllabi for two courses, a tailored curriculum vitae composed of Peach's publication record, letters of reference from colleagues attesting to Peach's expertise within his discipline and a summary statement of the project.

Currently, Peach teaches three courses in the area of neurogenic communication disorders to graduate students in speech-language pathology, while providing guest lectures in otolaryngology, neurological sciences, occupational therapy and other classes within communication disorders and sciences. Peach conducts clinical research concerning patients with aphasia and related disorders, in addition to supervising student research in this area. He also provides clinical services to patients with neurogenic communication disorders in the acute care hospital, while supervising students who work with him during the completion of their clinical practica.

Before joining Rush in 1992, Peach was a faculty member at the University of Alabama, Emory University School of Medicine and the University of Georgia. He received his undergraduate degree from the University of Florida, his master's degree from Memphis State University (now the University of Memphis) and his doctorate from Northwestern University. All of his degrees were awarded in the area of speech-language pathology.

KUDOS

Robyn Golden, MA, LCSW, director of older adult programs, Johnston R. Bowman Center, and Stan Lapidos, MS, project manager, Department of Preventive Medicine, are co-primary investigators on a project called BRIGHTEN: Bridging Resources of an Interdisciplinary Gero-mental Health Team via Electronic Networking. This project, which is made possible by a three-year grant from the Retirement Research Foundation of Chicago, will apply new approaches to identify and treat depression in older adults. Four medical practices affiliated with Rush are participating, including Rush University Internists; Kehoe, Palmer and Djordjevic; University Neurosurgery; and Rehab Associates of Chicago. The project team will be linked to an interdisciplinary team of clinicians, including occupational therapists, physical therapists, dietitians and others using e-mail, fax and telephone conferencing to hold regular discussions regarding patients. Laurie Bederow, LCSW, is project coordinator.

Donald R. Oder, former executive vice president and professor emeritus in the College of Health Sciences, recently received special recognition from the Illinois Medical District Security Group, a group that advises the Illinois Medical District Group. The group helps create a safer environment for employees, patients, students and visitors to the Illinois Medical District. Oder retired in 1997 after serving the Medical Center in several capacities, including executive vice president, chief operating officer and treasurer.

During a recent convention of the Association of Professional Chaplains, George Fitchett, chaplain, received the Anton T. Boisen Professional Service Award. Boisen is credited with being the father of clinical pastoral education. Fitchett, who came to Rush in 1975, is currently an associate professor and director of research in the Department of Religion, Health and Human Values. He is also an associate professor in the Department of Preventive Medicine. Fitchett is currently pursuing a doctorate in epidemiology from the University of Illinois.

The Rush chapter of Sigma Xi, an honor society for the sciences, named the winners of its poster awards during the Rush University Forum for Research and Clinical Investigation in April. These informational posters were judged by two faculty members based on the following criteria: scientific approach; clarity and rationale; valid methods; appropriate conclusions; effectiveness of oral presentation; novelty of concepts and methods; and poster graphics and aesthetics. The winners were Jordana Goldman, Department of Pediatrics (first place for the Medical College); Patrick E. Young, Department of Preventive Medicine (second place for the Medical College); Laura E. Thorp, Department of Anatomy/Cell Biology (first place for the Graduate College); Richard W. Kang, Department of Anatomy/Cell Biology (second place for the Graduate College); DeAndre L. James, Health Systems Management (first place for the College of Health Sciences); Animesh Barua, PhD, Department of Pharmacology (first place for postdoctoral fellows, basic and clinical sciences); and David D. Lee, MD, Department of Surgery (second place for postdoctoral fellows, basic and clinical sciences).

Sigma Xi also initiated a travel awards program this year for graduate students and postdoctoral fellows. The award, which can total to as much as \$500, helps supplement expenses for students and fellows to attend national and international research conferences. The travel awards program is supported by the Rush Office of Research Affairs. The two winners for the first cycle of the 2006 Travel



George Fitchett

Award are Deborah Carroll-Anzinger, PhD, graduate student, Department of Microbiology and Immunology, for the Keystone Symposium in Keystone, Colo.; and Aleksandar Vienovic, MD, masters graduate in clinical research program, for the American Academy of Neurology conference in San Diego, Calif.

The Nestle Nutrition Institute recently selected Sarah Peterson, MS, RD, LDN, CNSD, as one of 10 finalists for its 2006 Nutrition Ambassador. This program recognizes professionals in the field of nutritional science who demonstrate a commitment to clinical nutrition and its practical application. Registered dietitians with more than three years of clinical experience, an emphasis in pediatrics or nutritional support and at least one master's degree were eligible to apply for the program.

APPOINTMENTS

Robyn Golden, MA, LCSW, director of older adult programs, Johnston R. Bowman Center, was appointed the new chair of the American Society on Aging (ASA). Golden has worked in the field of aging for more than 20 years and has been active in ASA for more than a decade. ASA is the largest membership association for professionals in the field of aging. A former John Heinz Senate Fellow (2003-2004) based in the office of Senator Hillary Rodham Clinton (D-NY), Golden previously worked for the Council for Jewish Elderly for 18 years, serving for much of that time as the council's director of clinical service. In addition to her job responsibilities at Rush, Golden is adjunct faculty at the University of Chicago's School of Social Service Administration and the Institute for Clinical Social Work.

STAFF AND STUDENTS COLLABORATE ON RU CARING HEALTH FAIR

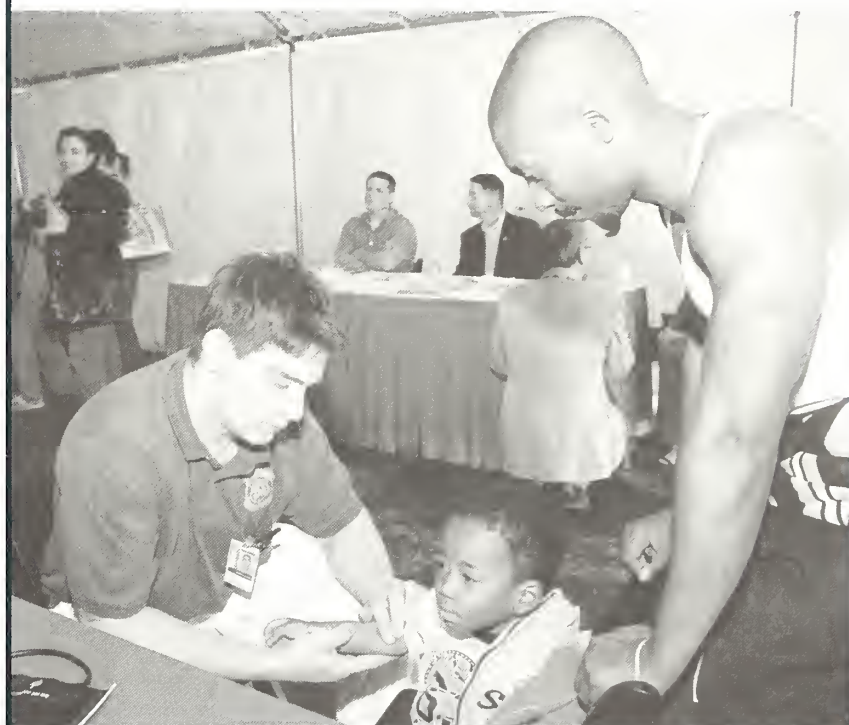
May 20 marked the second annual health fair for RU Caring, Rush's interdisciplinary, student-run community service organization. The event, which was held with the Salvation Army, was a great example of collaboration and compassion.

"We recruited 300 Rush volunteers, both clinical and non-clinical. The students did an excellent job in providing clinical services to several hundred patients who received care during this event," says Sharon Gates, director of multicultural affairs and the Rush Community Service Initiatives Program for Rush Medical College.

A highlight at this year's event was the distribution of approximately 2,100 books to those patients who attended. The books were donated by Rush employees during a book drive last winter. "Thanks to everyone who contributed to the book drive," Gates says. "These books are truly a gift to people who are in great need."

If you're interested in volunteering at a future RU Caring event, contact Gates at ext. 2-3670.

Top: Nursing student Mark Brown prepares to immunize a little boy as the child's father watches. **Bottom:** Christopher McNeal, coordinator of the simulation laboratory, explains to a Salvation Army volunteer on how to properly deliver oxygen to a patient.



Rush University Medical Center has partnered with the American Cancer Society (ACS) to provide cancer patients and their families with a valuable resource: a full-time patient navigator. Rush has selected Erin Kessler, LCSW, to take on this exciting new role.

Prior to joining Rush, Kessler was a social worker with the University of Chicago Hospitals. While there, she was part of a multidisciplinary team, coordinating discharge planning for cancer patients. In her role, she assessed psychosocial needs and provided supportive counseling to patients and their families as it related to their diagnosis, stage of disease and treatment. She also educated patients about hospice and made referrals when necessary, as well as connected patients to community resources and programs to maximize their care after leaving the hospital.

In her new position at Rush, Kessler will help patients and their families access support



Erin Kessler, LCSW

services while providing useful information and removing potential obstacles so patients can receive the best cancer treatment care possible. She will meet with patients, either by phone or in person, to assess their needs and provide necessary support. Kessler can help with the following services: helping patients access transportation services; locating support groups and local ACS programs; applying for financial grants; referral to community services; helping patients with wigs; and much more. She can be reached at ext. 3-2409.

IN BRIEF

Rush University Medical Center offers an ongoing series of free community events led by Rush experts. Registration is requested for most events. To register, please call the Rush physician referral service at ext. 2-5555 or (888) 352-RUSH.

PATHS TO WELLNESS: STRESS MANAGEMENT REVIEW*

Saturday, Sept. 16, 10 a.m. to 2 p.m.

Professional Building, Searle Conference Center, fifth floor

Success in managing stress leads to an increased sense of personal well-being, greater vitality and improved health. Attend this four-hour program, led by Marco De La Cruz, MD, and learn to develop your stress management skills.

MIND YOUR MEMORY*

Wednesday, Sept. 20, noon to 1:30 p.m.

Professional Building, Searle Conference Center, fifth floor

This program, co-sponsored by the Alzheimer's Association of Greater Illinois, will focus on how the brain works, normal age-related changes in memory and memory enhancement techniques.

NBC 5 HEALTHY LIFESTYLE EXPO

Saturday, Sept. 30, & Sunday, Oct. 1, 10 a.m. to 5 p.m.

Navy Pier – Festival Hall A, 600 East Grand Ave., Chicago

Fall into fitness and fun with Rush University Medical Center at NBC 5's Healthy Lifestyle Expo! Visit booth 122 where Rush will be offering free heart health screenings on Saturday and free blood pressure screenings as well as stroke risk education on Sunday. While you're there, come listen to our physicians speak on several health topics and check out the Rush-sponsored healthy cooking booth next door where you'll learn how to prepare well-balanced snacks and meals for you and your family.

EXAMINING VOICES OF ALZHEIMER'S: COURAGE, HUMOR, HOPE AND LOVE IN THE FACE OF DEMENTIA*

Wednesday, Oct. 4, 6 to 7:30 p.m.

Professional Building, Searle Conference Center, fifth floor

Betsy Peterson, author of the book *Voices of Alzheimer's: Courage, Humor, Hope and Love in the Face of Dementia*, will discuss the changing roles of the family caregiver. Peterson was the primary caregiver for her husband, who was diagnosed with probable Alzheimer's disease in 1987 and died in April 2001.

DIGESTIVE HEALTH: ASK THE EXPERTS

Wednesday, Oct. 18, 6 to 8:30 p.m.

Armour Academic Center, room 540

A well-functioning gastrointestinal (GI) tract is vital for your well-being and long-term health, just as a poorly functioning stomach and intestine can be the source of many acute and chronic health problems. Join physicians at Rush for a discussion on preventive care, disease management and leading-edge treatments for GI health. A panel of experts who specialize in GI cancers, hepatitis and liver diseases, irritable bowel syndrome, inflammatory bowel disease, food allergies, alternative medicine and nutrition will answer questions.

BENEFITS FAIR, MAILING COMING SOON

You can learn about your benefit options and get answers to your questions during the upcoming benefits fair, which will be held on the following dates:

- **WEDNESDAY, NOV. 1**
7 a.m. to 4 p.m.
Room 994 of the Armour Academic Center
- **THURSDAY, NOV. 2**
6 a.m. to 4 p.m.
Room 994 of the Armour Academic Center
- **TUESDAY, NOV. 7**
4 to 7 a.m.
Outside the Au Bon Pain, fourth floor of the Atrium Building

DOES RUSH KNOW WHERE YOU LIVE?

Information about the upcoming benefits open enrollment also will be mailed to the homes of all Rush employees in the next few months. To ensure you receive this important information, please make certain that your correct home address is on file with human resources. (The address on record is indicated on your pay stub.) If you need to update your address, notify your manager, who can submit a change notice to the Human Resources' compensation and benefits office. Questions? Call ext. 2-3456.

THE STRESS CONNECTION

How you feel can affect how you eat

THE PROBLEM: STRESS.

The solution: eating.

Seeing it in writing shows the absurdity of this reasoning. But we aren't using reason when we respond to stress. Instead, we go into survival mode, says Marco de la Cruz, MD, a family physician at Rush University Medical Center.

Stressed out

"Stress is similar to an alarm state," de la Cruz says. "In today's world that alarm state, which helps us respond to danger, is more likely to result from overloaded schedules than an actual physical threat. Since we don't release this tension by fleeing or fighting a threat, it builds up."

That's how problems with nutrition can begin. Some people respond to stress by avoiding food. More often, though, it's the opposite. For some, between-meal snacks offer a distraction from stressful situations. For others, busy schedules leave little time or energy to plan healthy meals.

"It can be hard to make good food choices when you're under stress," de la Cruz says. "It's easier to just grab a burger and fries." All this may lead to weight gain, which can be a recipe for even more stress.

Get a grip

Stress and unhealthy eating can become a cycle that's difficult to change. But there are ways to control both.

Talking to your primary care physician is a good start. He or she can help you establish exercise habits that work for you. Regular exercise helps control your weight, and according to de la Cruz, it can even make you more resistant to stress.

You can also learn skills to help you cope with stress at "Paths to Wellness: Stress Management Review," a free program at Rush led by de la Cruz. Nutrition experts at Rush are also available to help. They can:

- Analyze your diet and measure your body fat.
- Use state-of-the-art methods to determine your best approach to lose, gain or maintain your weight, such as the MedGem, which analyzes your breath to measure baseline caloric needs.

Start forming healthy habits today to relieve stress and live well. To make an appointment for nutritional counseling at Rush, call (312) 942-3438.

NEWSROUNDS

December 2006
Volume 45, Number 4

RUSH University Medical Center

RUSH COLLEGE OF NURSING RECEIVES RECORD \$2.9 MILLION GRANT

NIH FUNDS WILL EXPAND SUCCESSFUL PARENTING EDUCATION PROGRAM

Two-year-old Nathaniel Hernandez's hyperactivity and difficulty performing even routine tasks had become so severe that he needed occupational therapy. "He would break down," says Nathaniel's mother, Nydia Hernandez. "You couldn't tell him to pick up anything. He always wanted you to help him."

In 2004, Hernandez enrolled in the Chicago Parent Program (CPP), a parenting skills education program designed by parents and faculty members of the Rush University College of Nursing and offered through Chicago-area day care centers. The class taught her to establish regular routines for Nathaniel, communicate her expectations of him, and spend quality time with him every day.

She quickly saw changes in Nathaniel, who is now five years old. "It got him more together," Hernandez says. "He's a much more emotionally organized child now. It's much smoother with him when it comes to being able to transition in different activities at school, transition in different environments."

Now the Rush University team has received a \$2.9 million grant from the National Institutes of Health (NIH) to study ways of



The CPP equips parents of young children with behavior-improving strategies.

increasing participation in the CPP. It is the largest grant in the College of Nursing's history.

"We've already seen that the Chicago Parent Program helps parents feel more confident and reduces problem behaviors in their children," says the study's principal investigator, Deborah Gross, DNSc, RN, FAAN, professor and associate dean of research and scholarship in the College of Nursing. "Now we're going to try to make it more accessible so that even more parents and children can benefit from it."

A Helping Hand for Parents

Research has found that up to 34 percent of preschool-aged children have significant behavior problems that can affect their ability to learn and do well when they enter school. The Rush team designed the CPP to help parents constructively address these difficult behaviors. "When you've got a challenging, highly active child, it becomes very difficult for a parent

to set consistent limits on their kids and promote good behavior," Gross says.

In addition to Gross, the program design team included Christine Garvey, DNSc, RN, assistant professor of community and mental health nursing; Wrenetha Julion, DNSc, RN, assistant professor of women and children's health nursing; and an advisory group of African-American and Latino parents from the community. The advisory group's input has made the CPP particularly effective in addressing parents' needs and differentiates it from other programs. The CPP design project was funded with a previous \$2 million NIH grant.

The CPP equips parents of two- to four-year-old children with strategies to help avoid and decrease child misbehavior. These techniques include focusing more attention on desirable behavior while de-emphasizing behavior

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UHC STUDY AGAIN RANKS RUSH AMONG TOP MEDICAL CENTERS NATIONWIDE

Employees at Rush can take pride in yet another honor the Medical Center has received. Recently, Rush was ranked among the best academic medical centers in the country by the University HealthSystem Consortium (UHC) in its 2006 Quality and Accountability Study. For the second year in a row, the study placed Rush in the top 10, and the Medical Center's overall ranking was higher than any other Chicago-area academic medical center.

"This study confirms that Rush is not only one of the best medical centers in the Chicago area, but one of the best in the country," says Larry J. Goodman, MD, Rush president and CEO. "I want to thank everyone at Rush for doing such a great job. Your hard work, dedication and excellence are the reason Rush was ranked so highly."

The UHC is an alliance of 96 academic medical centers and 149 of their affiliated hospitals that helps members improve clinical and operational performance. Last year, the UHC study estimated that if a middle- or average-performing hospital made the improvements necessary to become a top-performing hospital, about 150 lives would be saved each year.

The goal of the UHC's quality and accountability ranking is to assess organizational performance across a broad spectrum of high-priority

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RECORD GRANT

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problems, and using diversions to prevent children from getting into trouble. The 12-week program is offered through day care centers serving low-income African-American and Latino communities.

"I got a lot from it," Hernandez says. "Everything was just wonderful. They gave us a lot of ideas about different aspects of parenting. When you put the ideas into practice, they really do work."

The program also uses videotapes showing actual parents in real-life situations to teach participants how to respond to such common situations as children throwing tantrums in public, demanding attention when the parent is busy with a household task, or resisting going to bed at night or getting up in the morning. "It's much easier to learn when you see parents like you making the same mistakes you do," Gross observes.

A follow-up assessment of CPP participants found significant long-term decreases in children's behavior problems and increases in parents' confidence. "You can see the improvement in Nathaniel," Hernandez says. "He isn't so anxious now. He can do a task and not get nervous about it."

Getting More Parents Involved

The new study will build on the CPP's success by testing strategies for increasing parental attendance and participation levels in the

program. In addition to the original CPP design team, participants in the study include Lou Fogg, PhD, assistant professor of community and mental health nursing; Irma Ordaz, MSW, women's and children's health nursing; Alison Ridge, MSN, RN, instructor of community and mental health nursing; and Tricia Johnson, PhD, assistant professor of health systems management in Rush's College of Health Sciences.

"Health promotion and prevention programs tend to have low attendance rates, because people aren't sick yet and families have many other things competing for their time," Gross observes. "But we think taking part in this program is something important for parents of young children to do, since it makes such a difference in their behavior."

To encourage more parents to take part in the program, the CPP now will be offered in Spanish (previously, the program was available only in English). A discount in the parents' portion of the program's cost also will be offered as an incentive, contingent on attendance. The Rush team hopes these new features will double attendance rates in the program, which enrolled 34 percent of eligible parents at the participating day care centers according to the follow-up assessment.

The study will be conducted at eight day care centers located throughout the city. It will compare parental involvement at the centers that offer either or both the Spanish language program and

the discount to involvement at the centers that offer the CPP without the additional features. Responses will be evaluated in terms of both attendance in the CPP and parents' levels of participation in various aspects of the program, including group discussions and completion of the program's homework assignments.

A Model for Success

Gross believes the study will demonstrate the cost-effectiveness of the parenting program and provide a model for parent education that can be incorporated in early childhood programs throughout the state and, ultimately, the nation.

Following Rush's lead, the Mayo Clinic in Rochester, Minn., is now implementing the program. Gross also has received a fellowship from the Robert Wood Johnson Foundation to collaborate with the City of Chicago Department of Children and Youth Services to implement the CPP through the city's Head Start program (see Rush People, page 10).

Gross notes that child behavior problems result in a variety of personal and social costs, such as parents missing work and a greater need for special education classes in schools. "Because we can reduce these problems, the benefits of this program for families translate into savings for society overall, as well as for the children's greater well-being," she observes. "Investing in the first years of a child's life is one of the most effective preventions we can provide."

The creation and expansions of the CPP demonstrate how Rush's mission to provide the very best care for our patients extends beyond the Medical Center. Through our community service programs and partnerships with other care providers, we help improve the health and well-being of members of Chicago's diverse communities.

"I think it's very important to have a program like this," Hernandez adds. "First-time moms or single moms don't come out of the hospital with a handbook that tells you how to be a parent. I recommend it to everybody." •

UHC STUDY

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dimensions of patient care. The study is completely objective. It assessed 81 UHC-member institutions in the areas of safety, mortality, effectiveness and equity, using patient outcomes data.

"The overall scores are so close that a small change in any one area would have a big impact on the rankings, suggesting there is little difference between these medical centers in the top 10," observes Marcia Hargreaves, Rush's assistant vice president for quality improvement. "This proves that Rush is among the very best."

Rush tied for seventh in the overall rankings with a score of 65.3, less than three percentage points behind the top-ranked Mayo Clinic, which scored 67.9. The top 10 academic medical centers in the UHC study are: Mayo Clinic, The University of Michigan Hospitals and Health Centers, Cedars-Sinai Medical Center, Brigham and Women's Hospital, The Ohio State University Medical Center, University of Wisconsin Hospital and Clinics, Vanderbilt University Medical Center, Rush University Medical Center, Northwestern Memorial Hospital and University of Utah Hospital.

The study awarded Rush a perfect five-star rating. And for the second consecutive year, Rush received a perfect score of 100 percent in equity of care, tying for first place in that category. "I am particularly proud of this accomplishment," Goodman says. "It affirms that we make respect a core value at Rush by seeing to it that every patient receives the same level of care, regardless of gender, race, ethnic origin or socioeconomic background."

The UHC study also demonstrated the importance of Rush's other I CARE values. The UHC has found that top performing medical centers such as Rush have certain key features, including collaborative partnerships between physicians, nurses and other care providers; accountability for service, quality and safety at all levels; and a focus on excellence. Above all, the UHC has found that the best medical centers are centered around patient care.

"The UHC survey results affirm our long tradition of placing the patient at the core of everything we do," Goodman says. "I congratulate the entire staff on this achievement, and thank you all for providing the best possible care for our patients." •

NEWSROUNDS

November 2006

Have a news item or story idea for *NewsRounds*? Contact the editor at: Phone: 942-5582 Fax: 563-4149 E-mail: Anne_Burgeson@Rush.edu

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2nd Quarter Employee Awards

Every quarter, Rush employees are recognized for going above and beyond the call of duty for patients, families, visitors and co-workers. These employees are shining examples of the Rush "I CARE" core values (innovation, collaboration, accountability, respect and excellence). Here are the winners of Rush's awards for the second quarter of fiscal year 2007.

Employee of the Quarter

Christopher McNeal, coordinator of the simulation laboratory, tells vendors to "sharpen their pencils" when negotiating with them regarding a project's time and cost. Within his first year of working at Rush, McNeal used his previous sales experience collaborating with external simulation lab users to obtain more than \$100,000 in grants for equipment and training.

Manager of the Quarter

Joan Roberts, RN, MSN, quality coordinator in nursing systems, wasn't alone when nominating Barbara Martin, PhD, RN, director of gerontological nursing, for manager of the quarter. Leadership from gerontology and psychiatry also showed their support by nominating Martin. She believes excellence is the result of continual improvement. Martin knows that changes happen gradually and continues to work diligently until they are realized.

Team of the Quarter

The Information Services Epic Build Team is not just a team but an "army of people," according to Susan Huerta, MS, RN, director of nursing systems. They continue looking for creative ways to realize very challenging goals. "I'm amazed at the solutions they come up with," says Huerta. The team demonstrates Rush's core values of accountability and collaboration by acknowledging problems and working together as a unit. Team members respectfully listen to all the ideas presented to them, and then follow through by turning those ideas into tangible results. When describing the team's excellence, Huerta says simply, "They're epic!"

Patient Satisfaction "Stars"

Having surgery can be a distressing experience, but it's easier when you have a clinical nurse such as Virginia Perillo, RN, third shift nurse on the surgical unit, working at your bedside. Perillo has a natural approach to putting a patient's mind at ease. Commenting on her performance, one patient remarked, "She deserves an A+. She was very knowledgeable and outstanding in helping me through my surgery."

Carol Stege Award Winner for Engineering

Heriberto Montes, journeyman plumber in Medical Center Engineering, began working for Rush in 1982. He demonstrates the Rush value of accountability, never turning down overtime and offering to cover other shifts, helping to ensure his department's success. "He employs I CARE values daily," says Mike Scaletta, a manager in engineering. "He's there for everybody in the institution."

Carol Stege Award Winner for Environmental Services

Robert Moten, environmental specialist, has worked at Rush for six years. He's known as the department's "go-to person," because he never says "no" or "that's not my job" when asked to do something. Moten appreciates being able to work for Rush, saying, "there's no reason not to like my job." According to Monika Farkas, senior manager of environmental services, "he is a wonderful member of the environmental team. Managers compete each day over who gets to work with Robert." •

To nominate someone for a quarterly award, please call Pat Love at ext. 2-5918.



Virginia Perillo, RN.



Robert Moten



Heriberto Montes



Christopher McNeal



Bradley Hinrichs, associate vice president, surgical services, with Barbara Martin, PhD, RN.



Information Services – Epic Build Team: (standing, left to right) Bette Burton, RN, BSN; Wayne Berquist; Anne Petrich; Robert Narowski, RN; and Peggy Reed, PharmD. (Seated, left to right) Paula Joseph, RN, BSN; Lisa Swiontek, RN, MBA; Laurie Forillo; and Falguni Shah, RPH, MBA.

WITHOUT WARNING GROUP DEMONSTRATES COMPASSIONATE CARE AT RUSH

After Jane Pole was diagnosed with Alzheimer's disease three years ago at age 51, she and her husband Ron found comfort, camaraderie and even humor in Without Warning, Rush's group for people with early onset Alzheimer's disease.

"We know there are two ways of looking at the situation, either distally or with a grin," Ron says. "In Without Warning, we find reasons to laugh, no matter how grim it is. Life is a gift, and you can't bemoan the fact that Jane has Alzheimer's. Life changes, that's all."

Jane is one of the nearly 500,000 people in the United States who have early onset Alzheimer's disease — that is, who develop the illness before they reach age 65. Although the memory loss and mental confusion the disease causes are devastating at any age, these symptoms present a different set of challenges for people with early onset Alzheimer's and their families. The Rush Alzheimer's Disease Center created the Without Warning group to help them address these challenges, give them a sense of connectedness and rediscover a sense of purpose.

Without Warning shows how the compassion we incorporate into every facet of patient care sets Rush apart from other medical centers. Rush created the group in response to a request by Marty Bahr, who is now 57 years old and was diagnosed with Alzheimer's disease in his early 50s. He felt out of place in support groups made up of elderly people and wanted to meet people with Alzheimer's who were closer to his own age.

"He kept talking about the fact that early onset is so different from having Alzheimer's when you're older," explains Bahr's wife, Laurie. "When you're in your 40s or 50s and you

contract the disease, your circumstances are different. There are different challenges, needs and concerns."

While elderly Alzheimer's disease patients are past retirement age and may have adult children to look after them, individuals with early onset Alzheimer's are in the middle of their careers and often are still raising young children. The loss of memory, comprehension and reasoning ability that comes with the illness means they'll eventually have to give up their jobs and child-rearing responsibilities, creating a financial and emotional strain for their family.

Individuals with early onset Alzheimer's also may live another 15 to 20 years, whereas 85 year olds with the illness typically have a three-year life expectancy. "People with early onset are going to have to plan for the disease for a long time," says David A. Bennett, MD, director of the Rush Alzheimer's Disease Center. "And for spouses, Alzheimer's disease has a different impact on your marriage in the middle of life."

There are 300 to 400 individuals with early onset Alzheimer's disease among the approximately 2,000 patients being treated for the illness at Rush, some of them as young as their early 30s. "It's hard to believe that people are so young and could actually have a disease that we generally think is for the elderly," says Pam Smith, MAdEd, education coordinator for the Rush Alzheimer's Disease Center, who organizes the Without Warning group. "It's harder to get the diagnosis. A lot of time these people go through numerous physicians because the doctors can't believe they have Alzheimer's."

In addition to Smith, the Without Warning team includes Danielle Arends, CNP, director of nursing in the Rush Memory and Aging Project; nurse practitioner Anna Treinkman, CNP; social worker Susan Frick; and music therapist Nancy Swanson.

The Without Warning group began meeting in April 2004. More than 20 people with early onset Alzheimer's



Without Warning group coordinator Pam Smith, MAdEd, meets with founding member Marty Bahr.

disease and their caregivers now regularly participate in the group. The importance of the shared bond among these families facing such unusual and difficult circumstances is evident in the fact that some members come from as far away as Indiana, Michigan and Wisconsin.

The group meets once a month at a church in Elmhurst. The members divide into separate discussion sessions for the people with the illness and for their caregivers.

The Without Warning group also includes people with Alzheimer's who no longer are able to participate in conversation. For these individuals, Swanson holds a third session of music therapy during Without Warning meetings. "When you're no longer able to sit around the table, most groups say you can't come anymore, and we're not going to that," Smith says. "It's about having compassion for all of our patients."

During the conversation sessions, group members discuss a variety of issues related to the disease, including its financial impact, its effect on children in the families, and what it means to have hope in the face of the disease. "It gives me a chance to speak with others about their trials

and tribulations," Ron Pole says. "That's the key to these meetings: gaining from the experiences of others who are dealing with the same situation. You can read about it in a book or on the Internet, but if you relate to something personally, you can empathize and learn more that way."

Without Warning also helps its participants find a sense of purpose when they are no longer able to work or perform many household tasks. Many of the group's members have taken part in research studies at Rush aimed at finding treatments for the disease and understanding it better. Without Warning participants also are active in public policy issues related to their illness. Members have traveled to the state capital in Springfield to talk with legislators about obtaining funding for research into the disease and have traveled to Washington, D.C., to testify before Congress.

"I've always been a go-getter," says Marty Bahr, who was a vice president at an insurance company before his illness forced him to leave his job. "This group gave me an outlet to do something. It's really healthy for me." •

"DAY FOR CHILDREN" Helps Kids Cope With Parents' Alzheimer's

Instead of having a parent who can help raise them, children of individuals with early onset Alzheimer's disease grow up watching their mother or father's illness gradually take their parent away from them. To help these children understand and cope with their parents' illness, the Without Warning program recently held an event called "A Day for the Children." Ten children between the ages of eight and 21 took part in art and music therapy, group discussion and private counseling during the day.

Members of several different Rush departments collaborated to offer these valuable services. The "A Day for the Children" team included Elizabeth Brittain, recreational therapy; Robyn Hart, MEd, director of child life services; Renee Mehlinger, MD, child psychiatry; and JoAnn O'Reilly, MA, MARS, religion, health and human values.

"While the people in our clinic are experts in Alzheimer's disease, we're not experts in children," says Pam Smith, MAdEd, education coordinator for Rush Alzheimer's Disease Center. "Fortunately, we can draw on the expertise of other Rush departments for the kind of support that can help these kids who are going through a very complicated, difficult experience."

The core value of innovation also is evident in the wide range of activities incorporated into "A Day for the Children." The event began with the children playing drums together in a circle to create a sense of togetherness and to help them become comfortable with each

other. The children then learned about the illness from the Rush staff and shared their own experiences with each other during a discussion session.

"Some of the kids had parents who were further along than my dad, so I was able to hear about things that occur as it progresses. I thought that was essential," says Andrea Lynch, a 21-year-old college junior who took part in the program.

The children engaged in role playing exercises to learn how to respond constructively to typical situations that arise when a parent has early onset Alzheimer's, such as making strange comments or problems with motor control while eating. A collage-making session in the afternoon gave them another opportunity to express themselves and interact with each other.

The older children also met with Mehlinger to get their questions about the illness answered. "After that, it's easier to talk to my mom about it," says Kelsie Edling, a 15-year-old high school sophomore. "We do talk about it, but that opened it up even more."

Like the Without Warning program itself, "A Day For Children" helped provide a sense of connectedness for a group of young people who previously felt alone in facing early onset Alzheimer's disease. "The best part about it for everyone was getting to talk with people that you had something in common with, because not many kids are dealing with this," Edling says. "A lot of kids thought there wasn't anyone else going through the same thing."

The Alzheimer's Association has developed the following checklist of symptoms to distinguish between normal age-related memory changes and possible symptoms of Alzheimer's disease.

POSSIBLE SYMPTOM	NORMAL
Frequently forgetting recently learned information	Occasionally forgetting names or appointments
Difficulty planning or completing everyday tasks	Occasionally forgetting why you came into a room or what you planned to say
Disorientation, such as becoming lost in your own neighborhood, or forgetting where you are or how you got there	Forgetting the day of the week or where you were going
Poor judgement, such as dressing inappropriately for the weather	Occasionally making a questionable decision
Putting things in unusual places, such as placing a clothes iron in the freezer	Temporarily misplacing items such as keys or a wallet

STUDY SHOWS VEGETABLES HELP FIGHT MEMORY PROBLEMS IN OLD AGE

While there's no cure for Alzheimer's disease, there is hope in combating the memory loss that frequently accompanies aging even among people without the illness. Eating vegetables helps slow the rate of cognitive change in older adults, according to a study by Rush faculty members that was published recently in *Neurology*, the scientific journal of the American Academy of Neurology.



Martha Clare Morris, ScD

The researchers studied 3,718 Chicago residents age 65 and older in order to determine if there was connection between vegetables, fruit and cognitive decline. Participants completed a food frequency questionnaire and received at least two cognitive tests over a six-year period.

"Compared to people who consumed less than one serving of vegetables a day, people who ate at least 2.8 servings of vegetables a day saw their rate of cognitive change slow by roughly 40 percent," says the study's primary investigator, Martha Clare Morris, ScD, associate professor in the Rush Institute for Healthy Aging. "This decrease is equivalent to about five years of younger age."

Of the different types of vegetables that participants in the study ate, green leafy vegetables had the strongest association with slowing the rate of cognitive decline. The study also found that the older the person, the greater the slowdown in the rate of cognitive decline if that person consumed more than two servings of vegetables a day. Surprisingly, the study found fruit consumption was not associated with cognitive change.

Morris hopes the study's findings will be used to simplify public health messages to educate people to eat more foods in a general food group, such as leafy green vegetables, rather than emphasizing individual foods.

TRANSFORMING RUSH TODAY AND INTO THE FUTURE

While the Rush Transformation includes plans to build a new hospital, ambulatory care center, power plant and parking structure, the transformation also involves improving our existing facilities to maximize their potential.

In fact, numerous renovation projects are taking place even as we move forward planning and designing our new hospital. These projects all have one thing in common: They are guided by our mission, vision and core values and our commitment to provide the very best care for our patients.

One example of this commitment, not only to our patients and employees, but also to Rush University students, is the recent renovation of the Library of Rush University Medical Center, located on the fifth floor of the Armour Academic Center.

Over the summer, the library received a major makeover, beginning with new workstation furniture, a refurbished service desk, new carpeting and softer-toned paint. And that's just for starters. Visitors may not even notice the most significant change until they actually sit down and use the space.

In an effort to make the library more user friendly and accessible, the new workstations were moved closer to the service desk. By relocating them from the rear of the library, patrons now have quicker access to service assistance, from terminal searches to computer questions.

"We are always looking for ways to improve our students' overall learning experience," says Thomas Deutsch, MD, dean of Rush Medical College and provost of Rush University. "By moving the workstations closer to our staff and providing a fresh new look and feel to the library, we hope to demonstrate our commitment to the overall well-being of our student body."

STUDENT LOUNGE COMING NEXT SUMMER

The north end of the library has been walled off temporarily while a new student lounge is built. Work in this area will also repurpose space for the operating rooms, which need additional equipment storage to be compliant with state and federal codes. These renovations are expected to continue through the summer of 2007.

The new lounge will be accessible through an oversized glass door at the north end of the library that will extend the natural lighting to both rooms, as well as block any conversations from spilling over into the library. The new space will include comfortable seating with a spectacular Chicago skyline view, recessed lighting and hardwood floors. In addition, the lounge will contain a state-of-the-art vending area offering gourmet coffee, soft drinks and bottled water.

"I am very excited about this new lounge," says Christine Frank, MLS, library director. "Students will have a special place to call their own. They will be able to relax and visit with their peers or just sit and enjoy the great view in an open, relaxed setting."

YOU ASKED, WE RESPONDED

Students also will notice some noteworthy changes on the upper level of the library. A library task force learned that Rush students would prefer to study at tables, rather than the existing, partially enclosed carrels.

The library staff acted on this information, removing the tops from some carrels and refinishing the tabletops. In addition, the furniture has been rearranged to allow for more study space, and some of the main floor lounge chairs were relocated to the upper level.

THE RUSH TRANSFORMATION TAKES A GIANT STEP FORWARD

Another recent example of our Rush Transformation in process was the placement of a giant 'footprint' directly east of the Atrium Building — on what used to be tennis courts and is now the future site of the new hospital. The footprint outlines a portion of a standard nursing unit.



Top: The library service desk received a facelift over the summer. Additional renovations included new carpeting and computer workstation furniture.

Bottom: Employees from across Rush were given the opportunity to "walk the hallways" of the new hospital. The outline of a nursing unit was painted to scale on the site of the new hospital, giving staff a unique perspective of the space and layout of the new bed tower. The footprint, which is located directly east of the Atrium Building, will be updated periodically as plans for the new hospital progress.

Hundreds of Rush employees, including nurses, physicians and employees from across the Medical Center, have participated in facility user groups, lending their unique insights based on their work experiences.

Most recently, these teams reviewed a number of detailed plans, including the layout of the acute care and critical care nursing units, which will be located on the 10th through 14th floors of the new hospital patient bed tower. The user groups provided feedback on a number of critical decisions, including the location of nursing stations, medication dispensing stations, medical supplies, equipment storage, on-call suites, staff lounges and conference rooms.

In order to help the groups make the most informed decisions, a section of a new nursing unit was painted to scale on the ground, so the dimensions are the same as they will be in the new hospital, giving employees a good perspective of the layout and size of the

planned space. Things that have already been determined, such as the location of the patient rooms, elevators and entrances, were marked accordingly.

Staff met on the footprint and had the chance to literally walk the space. Our architects, Perkins and Will, and members of the Office of Transformation guided the staff on this tour, asking them to envision working within the layout. They walked from one area to another to get a sense of distances, adjacencies and work flow. The feedback staff provided from this exercise is being considered as the plans move forward.

The creation of the footprint on the site of the new hospital is yet another example of the collaboration that is going into the design and function of the new Rush University Medical Center.

If you have any questions or comments, e-mail facilities_questions@rush.edu. In the meantime, continue to visit the Rush Transformation portal at <http://rushportal.rush.edu> for additional updates.

ENGINEERING INTERNSHIP PROGRAM

PROVIDES EDUCATION, JOB OPPORTUNITIES FOR AREA HIGH SCHOOL STUDENTS

Future doctors and nurses aren't the only people getting an education at Rush University Medical Center. For seven students from Manley High School on Chicago's west side, the hallways, offices and plant facilities at Rush also serve as classrooms where they learn a wide variety of trade skills, from heating, ventilation and air conditioning to electrical work. Between 7:30 and 10:30 each school morning, they work with tradesmen in Medical Center Engineering, learning what it takes to keep Rush up and running.

The students have internships in Medical Center Engineering that are provided through Rush's Community Affairs Department. The department offers a wide variety of internships to Chicago-area schoolchildren through its Science and Math Excellence (SAME) Network, a collaboration with local and national organizations, including the Chicago Public Schools. The SAME Network's goal is to provide local inner city school students with opportunities to excel in science and math, thereby encouraging students from ethnic minority groups to enter into health care professions.

"I see Rush as an entire city with all kinds of careers and jobs. We do not limit it to medicine and nursing," explains Reginald "Hats" Adams, director of community affairs. "Our internship program provides opportunities for young people to come to the Medical Center and prepare for jobs in a variety of different areas."

Starting this past spring, the program began offering internships that educate students in the specific duties and skills of the engineering trades. "Our main goal is to expose them to the world of the tradesman," says Mike Wisniewski, director of Medical Center Engineering. "We want them to understand the job itself; the thought process that goes into it; and even the clean up afterward. If they go into the profession, they'll understand how to approach the work and how it all comes together."

To give the students this in-depth understanding, every two weeks they rotate through one of engineering's six shops: biomedical electrical repair services, also called "BMERS"; carpentry and painting; electrical; heating, ventilation and air conditioning; plumbing; and the stockroom.

"I learned how to mix paint and how to change bulbs working with a lamper," says intern Joshua Henry as he and other interns recently discussed their experience in the engineering office conference room. "I learned how to take the amp reading for the whole Jelke building and the whole Kellogg building. Then I moved on to BMERS and learned how to fix radio walkie-talkies."

The engineering interns also are learning lessons about work in general, such as the importance of punctuality, workplace rules and teamwork. According to intern Correy Salter, another important lesson they've learned is that "hard work will be rewarded."

Henry and Salter are among seven students from Manley High School, located a mile west from the Medical Center, who had engineering internships during the past spring semester. The boys then worked full-time at Rush over the summer break and resumed their internships with the start of the new school year. They now are each assigned to a specific shop but may be given the opportunity to move into other areas of their choosing based on work performance.

The interns earn seven dollars an hour — "we're getting paid to learn," intern Jermaine Bowers observes — but, more important, they gain crucial work experience that may help them get into apprenticeship programs if they choose to pursue a job in one of the trades. It's a particularly significant benefit of the program for these African-American students, since ethnic minorities historically have been underrepresented in the building trades.

"The electrical union for years has been trying to find qualified minorities that would be interested in the trade," says Mike Deger, vice president of Block Electric, a local electrical contractor that is a SAME network partner. "This program is going to help the union and some inner city kids who otherwise might not even know there's an electrical union they can join."

By contributing to an environment where people of all cultural and ethnic backgrounds can thrive professionally, the internship program reflects Rush's core value of respect.

"I didn't think programs like this came to Manley," says Kendale Mason, another student. "I didn't think it would come to us and give us the opportunity."

"It took us from here to up here now," says intern Tarrin Covington, raising his hands from a table top to above his shoulders.

"We're very thankful for it," Salter adds.

The collaboration between community affairs and engineering also is crucial to the internship program. "It would not be successful without the cooperation of the engineering staff," Adams says. "When you're doing your own job and you're also training people, you've got to take a little more time."

"It says a lot about Rush and the people who work here that we can provide these internships," he continues. "It shows Rush's commitment to education, to our community, and to training our future employees."



Engineering interns Correy Salter (left) and Joshua Henry (right, on ladder) at work.

RUSH GAINS ANOTHER ILLINOIS "FIRST" WITH ITS MASTERS IN PERFUSION TECHNOLOGY PROGRAM

This September, the Rush College of Health Sciences began a graduate program in Perfusion Technology. It is the first program of its kind in Illinois, and one of only a handful in the nation.

Perfusionists are key members of a hospital's cardiovascular surgical team: They run the heart/lung bypass machine during open heart surgery, including organ transplant surgery and placement of intra-aortic balloon pumps.

The Rush College of Health Sciences began offering a bachelors program in perfusion technology in 1991. The new masters program is an entry-level program designed for students who are not already perfusionists, explains Robin Sutton, MS, director of the Perfusion Technology Program at Rush.

In addition to the basic courses in perfusion technology, the program consists of seven quarters (20 months) of classes offering additional competencies in ethics, epidemiology, education and management.

"This masters degree opens doors to students interested not only in clinical perfusion but in administrative or management positions as well," explains Sutton.

The program curriculum was developed primarily by Sutton and William Rapier, MS, assistant director of the program. The curriculum has been approved by the Accreditation Commission for Perfusion Accreditation, as well as the Illinois Board of Higher Education.

"The masters in perfusion technology is an exciting addition to our graduate studies program," says Robert S. D. Higgins, MD, chairperson of the Department of Cardiovascular and Thoracic Surgery. "It places Rush among the leaders in the nation in perfusion technology. By virtue of the fact that this is a teaching hospital, students consistently will be challenged with leading edge practices and technology."

COLLABORATION AND COMPASSION SOARING HIGH

An amateur airplane pilot for 10 years, Michael Sorensen, senior director of technical services at Rush, has a special hobby. When he's not at the Medical Center working on the computer network, he might be flying a cancer patient from Indiana to Minnesota for special treatment. As a volunteer pilot for Angel Flight Central (AFC), Sorensen has successfully combined his love of flying with the genuine desire to help people. "It's a good way to give back to the community," he says.

Founded in 1995, AFC's mission is "to serve people in need by arranging charitable flights for access to health care and for other humanitarian purposes." Since it began, AFC's volunteer pilots have flown more than three million miles, helping more than 5,000 people. Based in Kansas City, Mo., and serving eight midwestern and northern plains states, AFC is part of a larger nationwide network, Angel Flight America (AFA), which connects people in need with volunteer pilots all over the country. AFA is the largest volunteer pilot organization in the country, representing more than 90 percent of all charitable aviation non-emergency flights. The volunteer pilots donate their time, experience, plane, fuel and operating expenses.

Sorensen learned about AFC while looking to buy a plane. Almost two years later, he co-owns his four-seat Piper Dakota with two other men and has completed four flights for the organization. One such flight involved an elderly couple who needed transportation back and forth between the Chicago area, where they live, and southeastern Iowa. The wife requires regular visits to a center in Iowa for cancer treatment. "It's always a great feeling to help people in need," says Sorensen. "All of the people I've flown are very grateful for the donation of time and the air-

plane. It's very satisfying to be able to combine a unique skill, hobby and charitable work."

It was in high school that Sorensen became interested in airplanes and developed a desire to fly. "After a few introductory flights, I was hooked," he remembers. "I started flight training in college but couldn't keep up with the expenses as a student."

Sorensen became a private pilot shortly after graduating from college. Before joining Angel Flight, he simply flew for pleasure, taking his family and friends on trips around Chicago to enjoy a bird's eye view of the skyline and lakefront. But now, as a volunteer for Angel Flight, his hobby has become much more meaningful. Every time he steps into his plane on an Angel Flight mission, he takes Rush's core values of innovation, collaboration, accountability, respect and excellence to heart, providing a special service for people in need.

"I like working with Angel Flight because it combines my interest in aviation with a worthwhile cause that helps people," Sorensen says. "Without Angel Flight, the patients we fly would face extraordinary obstacles and



Michael Sorensen and his daughter Jenna get ready to fly.

financial burdens that might otherwise prevent them from obtaining the best treatment for their condition."

In order to get patients to their treatments, the AFC program is organized regionally, with flights broken into 250-mile trips for logistical purposes. Volunteers such as Sorensen receive daily e-mails about who needs flights and to where. If Sorensen can fit the flight into his schedule, he'll sign up using AFC's online database.

Currently, there are more pilots around the country — 6,000 to be exact — than there are patients. This disparity is why Sorensen is sharing his hobby with Rush. "It's a challenge for the organization to get the word out," says Sorensen. "I want the medical staff and patients at Rush to know that this type of program is available."

For more information on AFC, visit the Web site at www.angelflightcentral.org or contact Sorensen at ext. 2-2224. •

NATIONAL HOSPITAL AND HEALTH-SYSTEM PHARMACY WEEK AT RUSH

"Providing safe and effective medications is our primary purpose," according to Nora Flint, PharmD, associate director, clinical service, pharmacy inpatient. Rush's 100-member pharmacy team celebrated National Hospital and Health-System Pharmacy Week, Oct. 22-28. The pharmacy team processes around 100,000 orders each month, while dispensing approximately 300,000 doses each month. These orders often require direct consultation with other members of the health care team to assure safety and appropriateness.

In this photo, Janice Jeong, PharmD, is working in the operating room pharmacy, ensuring that a medication order is accurate, prior to it leaving the pharmacy.



RICK FREEMAN — RUSH'S OWN GUARDIAN ANGEL

Security guard Rick Freeman has been a fixture at Rush for more than 22 years, and his dedication to protecting people extends beyond the Medical Center. Freeman also is a member of the Guardian Angels, a nationwide all-volunteer neighborhood patrol organization. In fact, Freeman was the first person in Illinois to become a Guardian Angel back in 1981 — a distinction that landed him on the pages of the *Chicago Sun Times*, which proclaimed him "No. 1 Angel."

Freeman describes his work with Rush and the Guardian Angels as having much in common. "In both roles, I'm protecting people," he says. "Whether I'm working at Rush or on patrol with the Guardian Angels, it really comes down to looking out for people."

The Guardian Angels organization was founded in 1979 by Curtis Sliwa, then a McDonald's night manager in a dangerous area of the Bronx, who decided to do something about the city's decay into crime. Sliwa formed a voluntary, weapons-free patrol group to return the area's subways, streets and neighborhoods to its residents. From there, the organization grew to 20 chapters around the world that provide services ranging from patrolling neighborhoods and publishing books on self-defense to visiting schools to talk to children about the evils of drugs and gangs.

The 66-year-old Freeman's own passion to deter crime and protect people

began even before the Guardian Angels was founded.

In 1975, Freeman was a retail detective for a Montgomery Wards store. One day, during his lunch break with a friend, who was a fireman, they saw something unusual. "A guy runs by us in a cloud of smoke with paper flying all around him and red dye on his hands," says Freeman. "I told my friend, 'this guy just robbed a bank. Let's go get him.'" That's exactly what they did, following the robber down to the subway, where he was casually waiting for a train.

"I pulled out my security badge from the store and said we were the police," says Freeman. "He didn't even put up a fight." Freeman and his friend made a successful citizen's arrest.

This taste of helping people and catching the bad guy came at the perfect time for Freeman. Since he was recently divorced, Freeman was looking to fill a void, and a simple hobby wasn't for him. He didn't have to look far. "I guess it was second nature for me to become a Guardian Angel," recalls Freeman. "Being a store detective, it just felt right. I was never looking for a fight when I went out on patrol. I just wanted to instill in people that there was someone out there who cared."

After learning about the Guardian Angels and their mission, Freeman decided to take the plunge into their rigorous training. It seemed a natural fit for him, combining his skills and

experience as a store detective with a basic need to help others. Freeman trained for three months with 300 people, of whom only 40 graduated. During this time, he learned how to perform martial arts, Tae Kwon Do and gymnastics; how to apprehend and contain a person; how to analyze different scenarios and what course of action to use for each particular scenario; how to communicate with other Guardian Angels using special signals and signs; and how to perform first aid, among many other things. All of these skills could be called into play on any given patrol.

Guardian Angels must patrol a beat at least two times a week, usually in a group of five to six people. Each patrol session is four hours and takes place in the late night and early morning. "We try to watch out for people at night so they're not threatened," says Freeman, who most often patrolled buses, the subway and areas like the Cabrini-Green housing project.

Freeman put his patrol experience with the Guardian Angels to work at Rush when he joined the Medical Center in 1984. He calls both organizations a "united front in the fight against the bad guys. My job at Rush is to protect visitors, staff and patients," he says. "Security is here to assist them in any way we can."

As a Rush security guard, Freeman spends his time patrolling the Medical Center, both on foot and in a car, in



Rick Freeman poses with his Guardian Angels beret and patch.

addition to helping people who are lost. "A big part of what I do here is getting people to their loved ones," Freeman says. "I want them to be taken care of."

Among his fellow Angels, Freeman is known as "Bat," and his years of service have earned him the symbolic rank of captain. Since he became part of the Guardian Angels Alumni this past February, he no longer patrols with the group, but his commitment and passion for the organization is as strong as ever. "You're part of something — you're involved," says Freeman. "It's about safety and togetherness." •

FOUNDATION CARRIES ON JOKSIMOVIC'S LIFE'S WORK

Elizabeth Joksimovic was dedicated to supporting health care during her 20-year career at Rush University Medical Center. It's fitting, then, that after her untimely death, a new charity will support medical advances in her name.

A development officer at Rush, Joksimovic died in September at age 44 after an 18-month battle with gastric cancer. In her honor, her family and friends have established the Elizabeth L. Joksimovic Memorial Foundation, which will provide financial support to organizations involved in cancer research, women's health and family health. The foundation is a separate organization that is not a part of Rush.

"Like everyone at Rush, Beth worked here because she wanted to help people and to contribute to their well-being," says Diane McKeever, Rush's senior vice president of philanthropy. "It's terribly unfair that her life was cut short, but this foundation will continue the work that she cared about so much."

Joksimovic joined the Office of Philanthropy at Rush in 1986. She quickly became an important part of what was the Medical Center's largest fundraising campaign to date — a campaign that ultimately raised \$222 million. Over the subsequent years, she made many other contributions to the Medical Center's mission to provide the very best care for our patients, organizing numerous fundraising campaigns and building relationships with donors.

When her illness forced her to take medical leave from her position in 2005, Joksimovic was executive director of the Campaign for Rush University Medical Center, a seven-year endeavor to raise \$300 million in support of the Rush Transformation. She also coordinated a \$10 million gift from the Rush Woman's Board for the hospital's new heart and vascular center.

"Beth was very proud to be a part of Rush," McKeever says. "One of the reasons she was so good at gaining donors' support was that she had a heartfelt belief in the work we all do here. I know she'd want to continue to help advance medicine and health care if she were still with us, which is why this foundation is such a fitting tribute to her."



Elizabeth Joksimovic

Contributions can be sent to the Elizabeth L. Joksimovic Memorial Foundation, c/o Levin & Schreder, 120 N. LaSalle Street, 38th Floor, Chicago, IL 60602.

RUSH PEOPLE

Deborah A. Gross, DNSc, RN, FAAN, professor and associate dean of research and scholarship in the College of Nursing, was named a 2006 Robert Wood Johnson Executive Nurse Fellow. She was one of only 20 nurses in executive leadership roles nationwide selected for this fellowship. According to the Robert Wood Johnson Foundation, the three-year fellowship program, now in its ninth year, "is designed to strategically position the voice of nursing across many sectors of the economy in a health care system undergoing unprecedented change and challenges."

As part of her fellowship, Gross will undertake a leadership project that incorporates parenting support programs in Chicago Head Start centers (see related story on page 1). Her ultimate goal is to transform the way child



Deborah A. Gross, DNSc, RN, FAAN

care centers are used so they can provide more health promotion and prevention programs for families with young children.

The Robert Wood Johnson Foundation focuses on the pressing health and health care issues facing our country. It is the nation's largest philanthropic organization devoted exclusively to improving the health and health care of all Americans.

The John A. Hartford Foundation Institute for Geriatric Nursing has named **Olimpia Paun, PhD, APRN-BC**, an assistant professor of nursing, to be a scholar in its 2006 Geriatric Nursing Research Scholars Program. The institute selected Paun for her research in gerontologic nursing and for her strong leadership potential. She is one of 14 nurses selected for this program from a national pool of candidates.

The Hartford Institute for Geriatric Nursing, part of the New York University College of Nursing, seeks to shape the quality of health care that



Olimpia Paun, PhD, APRN-BC

older Americans receive by promoting the highest level of competency in the nurses who deliver that care.

Rush University Medical Center has appointed **Michael J. Liptay, MD**, as head of the Division of Thoracic Surgery and associate professor in the Department of Cardiovascular-Thoracic Surgery. One of Chicago's leading lung cancer surgeons and researchers, Liptay comes to Rush from Evanston Northwestern Healthcare, where he was chief of the Division of Thoracic Surgery and co-director of their thoracic oncology program. He also served as an associate professor of surgery at Northwestern's Feinberg School of Medicine.

Throughout his career, Liptay has been actively involved in research. He has presented many papers and published extensively in the field of thoracic surgery. He has pioneered intraoperative sentinel lymph node mapping in lung cancer surgery and is the principal



Michael J. Liptay, MD

investigator of a national trial studying the technique. Currently, he is the only Chicago-area surgeon participating in the International Early Lung Cancer Action Program (I-ELCAP), which is aimed at determining the value of early detection of lung cancer. He has been a leader in the application of minimally invasive techniques to the treatment of lung, esophageal and mediastinal tumors.

KUDOS

Sharon E. Byrd, MD, head of neuroimaging clinical research, was a guest speaker at the William E. Allen Jr., MD, FACR Memorial Lecture and Dinner. The event, held on Aug. 6, honored the work of Allen, the founder and first chairman of the National Medical Association Section on Radiology. In 1935, Allen became the first African-American board certified radiologist.

As president of the American Association of Bioanalysts, **Richard Rawlins, PhD, HCLD**, professor of obstetrics and gynecology and anatomy, was invited to meet with Senator Barack Obama (D-IL) to discuss how to improve the delivery of health care and laboratory testing in the United States.

The International Society of Hypertension in Blacks, Inc. (ISHIB) presented **Cheryl Rucker-Whitaker, MD, MPH**, assistant professor of preventive medicine and internal medicine, with the first GlaxoSmithKline Medical Fellowship Award. The ISHIP gave Rucker-Whitaker the award in June for her "demonstrated interest in being certified as a hypertension specialist, providing care in underserved neighborhoods, active partici-

pation in community-based blood pressure screenings and presentation of public education."

ISHIB is a professional medical membership organization devoted to improving health and life expectancy of ethnic populations. It was initially founded in 1986 in response to the problem of high blood pressure among ethnic populations.

Each week faculty, staff and students in the Department of Religion, Health and Human Values identify "Heroes of the Heart," employees whose interactions with patients, families and colleagues are particularly compassionate and caring. Heroes can be persons with whom the chaplain nominator interacts daily or someone with whom a chaplain has a one-time encounter. Rush honors these heroes, with their supervisors, at a quarterly breakfast celebrating their contributions to the Medical Center. Heroes honored during the summer quarter included **Sarah Ayres, RN**; **Oliver D'Silva, MD**; **Bonnie Go, RN**; **Payel Gupta, MD**; **Tracy Hampton, RN**; **Kiffon Keigher, RN**; **Katie Kessler, RN**; **Ann Lieb, RN**; **Elisa Malek, RN**; **Ali Merchant, MD**; **Melissa Sperfslage, X-ray technician**; **Linnea Waters, RN**; and **Diane Zec, RN**.



Richard Rawlins, PhD, HCLD (right) meets with U.S. Sen. Barack Obama

A GIFTED NURSE MAKES A DIFFERENCE

Compassionate care. It defines Rush University Medical Center's people and their work. It's also one of the many reasons why Rush nurses are among the best in the country. The Magnet redesignation in June is one example of this excellence in care. Laura Vaught, RN, a clinical nurse coordinator in the medical intensive care unit (MICU), is another example.

Last February, Vaught transported patient Joseph Shaker from the emergency room (ER) to the MICU after he was admitted for pneumonia and a decrease in blood pressure. Shaker, who was epileptic, was very dehydrated at the time, so Vaught acted quickly by bathing him, giving him intravenous fluids and placing him on monitors.

She then spoke with Shaker's two sons, Joseph and Anthony, as well as his personal nurse, getting the patient's history while carefully explaining what the medical team was doing and what their plan of care was. Vaught also asked the sons about their expectations of the medical team caring for their father.

Vaught describes this particular patient interaction as a typical part of her day on the job. She cared for Shaker as she would any other patient, yet she made him and his family feel special. She involved the family in every aspect of care, from explaining the hospital's visiting policies to giving out phone numbers for the staff and introducing the family to the doctors. "I told them their father's health and safety were our top priority," says Vaught. "I let them know they were all important to us, and that we would do everything we could to make Mr. Shaker comfortable. I emphasized that everyone at Rush works toward that goal."

"It seemed like Mr. Shaker's sons were relieved once we were able to explain what was going on," Vaught adds. "I think things happened so quickly and were so intense — coming from home and then getting to the ER. Once their father was settled, they were finally able to think."

Shaker's visit to the Medical Center that night ended on a much better note than when he first arrived, with his stay in the MICU only lasting two days.

The Shaker family was so impressed with the care their father received that

night, especially from Vaught, that they donated \$10,000 to the Medical Center in her name to support the work of Michael C. Smith, MD, director of the Rush Epilepsy Center. The donation letter reads: "This latest bout was terrifying, and we want you to know we feel the IC nurse last Thursday night saved [Joseph's] life. Her coolness under pressure and expertise in moving quickly to hydrate my father were remarkable. We cannot thank nurse Laura Vaught enough."

It's telling that Vaught made such an impression when she had never worked with Shaker or met his family before that night. For Vaught, compassionate care is part and parcel of the job, and Rush's core values of innovation, collaboration, accountability, respect and excellence are part of everything she does.

Barbara Covert, RN, BSN, unit director for the MICU/non-invasive respiratory care unit, and Vaught's supervisor for the last 14 years, wasn't surprised that Vaught was recognized in the Shaker family's donation. "In the short amount of time she spent with them, they were impressed by her level of concern for their father and for them, not to mention her competency in her critical care assessment of the situation," explains Covert.

Covert says Vaught epitomizes what it means to be a Magnet nurse at Rush. "She really loves nursing, and it shows," says Covert. "She truly loves her patients."

While she's grateful for the appreciation, Vaught says the care given to Shaker involved a team effort. She says the Emergency Department staff's quick thinking and actions contributed to Shaker's positive outcome. "The frequent monitoring of patients by doctors and nurses in the MICU enables us to catch and treat problems early, before they become more serious," she says.

That spirit of cooperation extends to every area of the Medical Center. "Everyone at Rush is responsible for providing the best care to patients and their families," Vaught says. "From the ER to admitting to the MICU to transport to food services and housekeeping, when we all come together with the goal of taking care of patients and treating their families well, it adds up to excellence in patient care. I truly believe that at Rush, we all make a difference."



Michael C. Smith, MD, and Laura Vaught, RN.

NEW EYE CENTER: A STAR IS BORN

The newly renovated Regenstein Eye Center is a blockbuster. In addition to including new and expanded facilities to provide better patient care and resident education, the center also is decorated to resemble a vintage movie theatre.

"This is one of the most fun places to visit in the Medical Center," Larry Goodman, MD, Rush president and CEO, told the crowd at the center's recent dedication ceremony. "I should be singing and dancing."

Funded with the generous support of the Regenstein Family Foundation, the renovation nearly doubled the size of the 17,900-square-foot center. This expansion created room for state-of-the-art facilities for treating the 100 to 125 patients who receive care at the center each day.

Along with a remodeled laser and diagnostic center and upgraded outpatient treatment rooms, the new facilities include patient education suites where families may view procedures as they're being performed; resident education offices; a virtual

reality surgical simulator that enables residents to practice procedures; a conference theatre that allows for real-time video links to eye operating rooms in Rush hospital and other areas of the Medical Center; and a clinical research center.

More than 250 posters for movies featuring the word "eye" in their titles decorate the center to put patients at ease and reinforce the importance of good eye care. Department of Ophthalmology chairman Kirk Packo, MD, donated the posters from his personal collection.

"This renovation is a great example of innovation combined with excellence," Packo says. "The movie theatre décor creates a relaxing environment for our patients. The new digital imaging and treatment equipment we've added lets us provide our patients with the latest treatments and evaluations. This new facility also allows our residents to train with cutting-edge technology. We are thrilled that we can provide such a fine facility in keeping with Rush's mission of excellence in patient care."

Left to right: Ophthalmology Chairman Kirk Packo, MD; Chairman of the Rush Board of Trustees Edward Brennan; and Rush President and CEO Larry Goodman, MD.



HELP OTHERS WITH ANNUAL MITTEN TREE

Join Rush employees on 3 Kellogg as they help the Night Ministry with the fifth annual mitten tree project. Night Ministry, serving more than 650 adults and 800 children, is an organization that provides outreach services and shelter to Chicago's at-risk homeless population. Suggested items for donation include: hats, gloves, scarves and mittens; blankets; toys; hygiene products such as soap, deodorant and toothpaste; Christmas stockings; and \$5 gift cards to McDonalds or similar restaurants.

Please bring all donations to the 3 Kellogg waiting area between now and Friday, Dec. 22. For more information, contact Marianne Squiller, Amy Harper or Kathy Velesiotis at ext. 2-5022.

ADOPT A FAMILY FOR THE HOLIDAYS

Be a part of the Adopt-A-Family program this holiday season, an opportunity to share with others who are less fortunate. Please consider adopting a family by way of buying gifts, food and/or clothing for the holidays. Monetary gifts are also accepted. If you or your department are interested in participating in the Adopt-A-Family Program, please call Donna Zurina, Department of Community Affairs at ext. 2-5961 or e-mail her at rzurina@rush.edu. She will put you in contact with churches and local social service agencies who have identified families in need. Please call anytime now through Dec. 20, 2006. Your thoughtfulness and kindness will make the holidays brighter for many families and individuals.

NEW FLORAL SHOP OPENS AT RUSH

Rush University Medical Center has a new neighbor — right here on campus. Ashland Addison Florist Company, a family-owned and operated retail florist serving the Chicago area since 1932, recently opened a new location in the Jelke Building at 1653 West Harrison. The store includes an on-site design staff and a gift shop, as well as immediate gift deliveries to patients.

Ashland Addison offers a wide variety of fresh flowers and plants, as well as balloons, plush animals and other gift items. Rush employees, visitors and patients can place orders over the phone directly at (312) 942-8560 or through the Ashland Addison main call center at (312) 432-1800. They can also place orders by visiting the store or going online at www.ashaddflorist.com. Store hours are 9 a.m. to 5 p.m., Monday through Friday.



RUSH NURSING STUDENTS NOW ELIGIBLE FOR NURSE EDUCATOR SCHOLARSHIP

Rush University College of Nursing students are eligible to receive Nurse Educator Scholarship Program (NESP) funds from the Illinois State Scholarship Commission. The program's goal is to attract quality students to the nursing educator field.

Students who are accepted to the program receive tuition and fees for approved graduate-level programs at eligible Illinois colleges for up to four years, which is the equivalent of eight semesters or 16 quarters of full-time enrollment. They also receive a stipend of \$10,000. Students must agree to teach in Illinois in the field of nursing education for five years.

"The growing shortage of nursing faculty has prevented nursing schools from being able to admit all of the qualified applicants who have applied," says Lisa Rosenberg, PhD, RN, associate dean for academic affairs, Rush University College of Nursing. "Thus, the nursing shortage continues to be an issue."

Rush University is one of only seven universities in Illinois currently approved to participate in the NESP. To learn more about this program, go to <http://www.collegezone.com/giftassist/8816.htm>.

REHAB ASSOCIATES OPENS NEW CLINIC

On Sept. 1, the Rush-affiliated practice Rehabilitation Associates of Chicago opened a new clinic, Complementary Care Chicago, at Rush Oak Park Hospital. The clinic brings together medical doctors and licensed professionals who provide complementary therapies, allowing for a true integrative approach to patients. This new clinic will offer therapeutic services, including acupuncture, neuro biofeedback, massage, craniosacral therapy, reiki, reflexology, medical qi gong, structural integration and chiropractic services. For more information about this new clinic or to make an appointment, please contact Adriana Gracia at ext. (312) 2-8905 or adriana_gracia@rush.edu.

MEMORIAL SERVICE HELD FOR KEVIN SCHAEFER, MD Educational Fund Established for His Child

The Department of Internal Medicine, Division of Digestive Diseases, held a memorial service for Kevin Schaefer, MD, third-year GI fellow, on Friday, Dec. 1.

An educational fund also has been established for Dr. Schaefer's child. The baby is expected in February 2007. Contributions should be sent to: Schaefer Child Educational Fund, c/o McCarthy, Lebit, Crystal & Liffman, 1800 Midland Bldg., 101 W. Prospect Ave., Cleveland, OH 44115.